

SAN LUIS OBISPO COUNTY

OCCUPATIONAL OUTLOOK 1995

A Product of



Administered & Published by

The Private Industry Council
of San Luis Obispo County, Inc.

in cooperation with

The State of California, Employment Development Department

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ACKNOWLEDGMENTS

The Private Industry Council (PIC) of San Luis Obispo County, Inc. would like to express appreciation to the following groups for their valued contributions to the Occupational Outlook 1995 Report:

EMPLOYERS

The PIC is grateful to the many employers throughout San Luis Obispo County that gave their time to respond to the survey, providing the basic information presented in this report.

EDD AND OTHER LOCAL PARTNERS

The PIC appreciates the valuable assistance provided by EDD Labor Market Division staff, particularly Marta Adint Weeks, and by other local partners, especially Jim Cassio and John Harden from the Occupational Research Group and Phil Livingston from the Monterey County Private Industry Council.

PIC BOARD OF DIRECTORS

The PIC is grateful to its Board of Directors for their support in the implementation of this project.

Joe Boeckx, Lucia Mar Unified School District
Russ Brown, Stemper-Brown Realty
Dave Cox, Barnett Cox & Associates, Inc.
Floyd Cummins, Department of Social Services
Mike Greenelsh, California Fine Wire
Ted Hall, IBEW Local No. 639
Russ Jensen, Mid-State Bank
Bill Luffee, Promotion Plus
Joan Limov McBride, Economic Opportunity Commission of San Luis Obispo County, Inc.
Dean Meyer, Department of Rehabilitation
Ed Pearce, Cuesta Community College
Norie Placak, Employment Development Department
Rob Rossi, Rossi Enterprises
Jim Sargen, Trian Investments, Inc.
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TABLE OF CONTENTS

Section	Page(s)
1. Introduction A brief summary of the origin of the CCOIS program, the partnership objectives and the program goals. Also the potential uses for this report.	1-2
2. Interpretation of Occupational Profiles An explanation of key terms and each section of the 20 occupational profiles.	3-6
3. Research Methods A brief summary of the process followed to gather analyze and compile the information in this report.	7-9
4. Occupational Profiles	10-49
Automotive Mechanics	10-11
Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	12-13
Computer Programmers, Including Aides	14-15
Cooks-Restaurant 	16-17
First-Line Supervisors and Manager/Supervisors - Sales And Related Occupations	18-19
General Office Clerks	20-21
Home Health Workers	22-23
Instructional Aides	24-25
Licensed Vocational Nurses	26-27
Medical Assistants	28-29
Medical Records Technicians	30-31
Paralegal Personnel	32-33
Physical Therapists	34-35
Physical Therapy Aides	36-37
Physical Therapy Assistants	38-39
Registered Nurses	40-41
Salespersons - Retail (Except Vehicle Sales)	42-43
Systems Analysts - Electronic Data Processing	44-45
Truck Drivers - Heavy or Tractor Trailer	46-47
Truck Drivers, Light - Includes Delivery and Route Workers	48-49

Appendix

- A DOT Titles and Codes** (for some occupations)
- B Sample Questionnaire**
- C Local Training Providers**
- D Ten Labor Market Information Resources**



INTRODUCTION

The following Occupational Outlook Report presents the findings of the first local Labor Market Information (LMI) study conducted by the Private Industry Council of San Luis Obispo County, Inc. In December, 1994, the PIC entered into a partnership with the California Employment Development Department, Labor Market Information Division to study and present a current, short-term outlook of the labor market in San Luis Obispo County. Occupational Outlook Reports encompassing 45 counties comprises the 1995 version of the California Cooperative Occupational Information System (CCOIS).

CCOIS began as a pilot program in 1987 and will encompass 58 Counties, the entire state, in 1996. The Occupational Outlook Reports produced under CCOIS offer the only source of local, up-to-date occupational information. In this report, 20 occupations are profiled, based on information gathered in 1995 from over 300 employers in San Luis Obispo County. Coordination of the CCOIS project at the State level facilitates the integration of this data for statewide use.

PROGRAM GOALS

The CCOIS partnership goal is to improve the match between local employers' labor market needs, and the skills and qualifications of job seekers. This is accomplished by providing a variety of current, local information on existing jobs, based on surveys of local employers.

POTENTIAL USES FOR THIS INFORMATION

The following are some potential uses of the Occupational Outlook Report:

Career Decisions: Career counselors and job seekers can use this data to assist them in making informed occupational choices based on skills, abilities, interests and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

Program Planning: This report provides local planners and administrators with employment, training and placement data, as well as occupational size and projected growth rates. Program planners can use this information to help them evaluate, refine or eliminate programs, and plan new programs.

Curriculum Design: Training providers can use this data to help them assess and update their training curriculum based on current local employer needs and projected trends.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in San Luis Obispo County.

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that chances for job placement are greater when their training programs are developed using reliable, local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

This report is intended to be a resource to assist in making these and many other decisions. The continuing nature of the program enables the PIC to collect, analyze and report current information on a wide range of occupations, as determined by local need.

FOR MORE INFORMATION

If you would like more information on the contents of this report, or on labor market information efforts, please call Leslie Brown at the Private Industry Council of San Luis Obispo County, Inc. at (805) 781-2200.

INTERPRETATION OF OCCUPATIONAL PROFILES

Each occupational profile follows a similar format, providing the information described below. The information for each category of the profiles is based on local employer surveys, as described in the "Research Methods" section of this report. Please keep in mind that the information presented in this report represents a "snapshot in time" and that there may be more recent information that will need to be considered.

TITLE AND DEFINITION OF THE OCCUPATION

The title and definition for each occupation was taken from the Occupational Employment Statistics (OES) Dictionary, published by the US Department of Labor. The OES titles and descriptions often encompass multiple specific job titles found in the Dictionary of Occupational Titles (DOT).

COMMON JOB TITLES

These job titles are those most commonly used in the local job market. Local employers responding to the occupational surveys reported job titles they generally use for the respective occupation.

KEY TERMS

I. The terms **almost all**, **most**, **many**, **some** and **few** are used in several categories to present the kinds of work experience, education and skills required by surveyed employer. The following definitions will apply to these terms:

Almost all employers	75% or more of the survey respondents
Most employers	51-74% of the survey respondents
Many employers	35-50% of the survey respondents
Some employers	10-34% of the survey respondents
Few employers	less than 10% of the survey respondents

II. The following terms are used to indicate the relative employment size of each occupation in San Luis Obispo County:

Small	Less than 113 (.15% of total employment)
Medium	Between 113 and 225 (.16%-.30% of total employment)
Large	Between 226 and 489 (.31%-.65% of total employment)
Very Large	Over 489 (.66% or greater percent of total employment)

III. The following terms are used to indicate the relative, expected growth rate for the occupation in this county:

According to the EDD Occupation Projections for San Luis Obispo County, the average growth between 1992-1999 for all occupations is 11.4%:

Much faster than average	1.5 times the average, or more
Faster than average	Between 1.1 and 1.49 of the average.
Average	Between .9 and 1.09 of the average.
Slower than average	Less than .9 of average (but showing some growth)
No Significant Change, or Remain Stable	
Slow Decline	

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

This section presents a summary of the work experience and training surveyed employers require (or prefer) prior to employment. The education level of most recent hires is also reported in this section.

The nearest training facilities are identified for each occupation researched, where appropriate. A list of Local Training Providers and their programs is provided in Appendix C. For more information about a wide range of training providers offered in San Luis Obispo, Santa Barbara, and Ventura Counties, please refer to the 1995-96 Training Directory available through the Private Industry Council of San Luis Obispo County, Inc. This Directory includes private training facilities that have been approved by the Council for Private Postsecondary and Vocational Education (CPPVE), as well as public institutions providing occupational training.

Local employers responded to approximately 25 skills and qualifications, in terms of importance to job performance. Each skill or qualification was ranked “Very Important”, “Somewhat Important”, or “Not Important.” All responses were averaged and weighted by the total employment of responding employers. The skills and qualifications identified as “Very Important” and all new and/or obsolete skills and qualifications reported by employers are listed.

In addition, any qualifications found to be in short supply, as identified by responding employers, are presented in this section.

SIZE AND EMPLOYMENT OUTLOOK

The local size and estimated projected growth through 1999 for each occupation surveyed, is data obtained from the EDD publication “Projections and Planning Information for San Luis Obispo County.”

The state and national job outlook provided is intended to give the reader a larger picture of the outlook for the occupation. Statewide job outlook is based on information derived from the respective California Occupational Guides, and the national outlook information is derived from the 1994-95 edition of the Occupational Outlook Handbook, produced by the U.S. Department of Labor Statistics. Users of this report are encouraged to refer to these two important documents for more complete information. State and national labor market data could vary from the local situation because of the unique characteristics of local industries.

SUPPLY/DEMAND ASSESSMENT

This information reflects supply and demand for each occupation based on the degree of difficulty employers have in finding qualified applicants. The following terms are used to classify occupational supply and demand in the County:

Very Difficult: Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Somewhat Difficult: Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

A Little Difficult: Supply is somewhat greater than demand for applicants, and applicants may experience competition in seeking jobs for this particular occupation.

Not Difficult: Supply of qualified applicants is far greater than the demand for employment, resulting in a very competitive job market for applicants.

POTENTIAL WAGES AND HOURS

The range of wages, and the median wage paid are provided for three different levels of experience and employment. In most cases the extreme values were excluded to allow for a more representative range estimate. This information serves as a guide for comparing potential earnings from one occupation to another. This data is not intended to represent official prevailing wages.

The number of hours worked per week on average for full-time, part-time, temporary, and seasonal workers (if applicable) is provided in this section as well.

BENEFITS

The benefits offered by local employers (in terms of percentage of frequency) to full and part-time workers is presented. Benefits most commonly provided by employers are listed in descending order. It is important to keep in mind that some employers may require a waiting or probationary period before some or all benefits go in to effect. Also, the cost share between employee and employer, as well as the degree of insurance coverage, may vary by employer and is not covered in this report.

MAJOR EMPLOYING INDUSTRIES

Information provided on the major industries employing each occupation is based on the EDD/LMID publication "Projections for Employment." The terms used in this section are taken from the Standard Industrial Classification (SIC) Manual. The two-digit or three-digit SIC code is used for occupations used in a large variety of industries (such as Salespersons - Retail, and First-line Supervisors and Supervisors/Managers - Sales Related Occupations.)

RECRUITMENT STRATEGIES USED

The most commonly used recruitment strategies, as reported by responding employers, is identified in descending order.

OTHER INFORMATION

Information on the career path reported by responding employers is presented here, including the percentage of employers that promote employees in the occupation and a list of the possible positions workers advance to. Also identified are the corresponding California Occupational Guide Number and the DOT titles and codes (found in Appendix A for some occupations).

A list of the ten best sources of labor market and occupational information, along with ordering information is found in Appendix D.

RESEARCH METHODS

The following describes the process followed to complete this study, and the respective roles of the PIC and the EDD/LMID:

I. OCCUPATION SELECTION

The PIC consulted with EDD to determine occupations that are significant in the county and/or are expected to grow in the next 5 years. PIC staff also reviewed their job order information, and scanned the local newspaper to verify that the occupations selected were in fact showing immediate openings. A list of 40 proposed occupations suitable for study was compiled, for review and selection in a community meeting.

Representatives from the private and public sectors, educational institutions and vocational counselors were invited to the community meeting held in February, 1995. Participants were introduced to the CCOIS Program by LMID staff, and asked to help the PIC select the 20 occupations for study in 1995. The primary objective was to select occupations which are of most interest to the users (and potential users) of this publication. Certain limitations were applied to facilitate research in this first year of the program. As a result, selection tended to focus on the larger, commonly known occupations, rather than small, highly specialized ones.

Participants in the community occupation selection meeting agreed to give preference to occupations using the following criteria:

1. Have a substantial employment base in the county, and/or
2. Have a substantial number of job openings projected in the next 5 years,
3. Required training would take two years or less to complete,
4. Shows opportunity for upward mobility, or is a full performing profession, and
5. The entry wage is adequate so as to avoid the need for public assistance.

Some of the selected occupations fail to meet all five criteria, but were selected based on community interest.

EDD/LMID reviewed and approved the final list of occupations for study, and verified the correct definition for each occupation.

II. DEFINITION OF THE OCCUPATION

The definition of each occupation are as found in the Occupational Employment Statistics (OES) Dictionary published by the U.S. Department of Labor. These definitions define the activities and functions of the worker. OES definitions are sufficiently broad to capture a wide range of specialties within an occupation, but clear enough for use in research. The OES definitions are used by LMID to produce projections for employment (occupational estimates of size, growth and separations).

III. SURVEY SAMPLE DESIGN

After the survey occupations were selected, LMID then drew a sample of up to 30 local employers, comprised of a cross section of various sized firms, and representative of all major employing industries for each occupation. The PIC staff edited the employer sample adding and deleting firms as needed while maintaining representation. Prior to commencing the survey process the edited sample was approved by EDD/LMID. During the survey process the PIC found that further edits were necessary since some employers did not use the occupation(s) being surveyed. For some occupations surveyed, the employers sample was much smaller than 30 firms.

IV. QUESTIONNAIRE DEVELOPMENT

A standard, two-page, employer questionnaire was developed by EDD/LMID. A third page was developed by the PIC to meet local needs. (See sample questionnaire in Appendix B).

V. SURVEY PROCEDURES

The survey process began in early August and continued through November, 1995. Over 400 employers were surveyed. A combination of approaches was used to contact employers for data collection. The initial step for most occupations was to mail the survey along with a description of the program to the employer. Follow-up phone calls were made to employers who failed to respond to the mailed survey. The PIC explained the LMI research project, verified that the occupation is used by the employer, and asked for their participation in the study. In many cases a second copy of the survey was faxed to the contact person when they agreed to participate (or consider participation). Surveys were also completed by phone when preferred by the employer.

All completed surveys were reviewed and checked for completeness and consistency. Follow-up calls were made to complete and/or clarify responses.

Completed questionnaires deemed useable for the study were then coded for data entry. The PIC's required response goal was 15 useable responses. The smaller the sample size, the greater the response rate required. Required response goals also included a minimum of three useable surveys from the major industry(ies) employing the occupation, to ensure adequate representation.

VI. DATA ENTRY, TABULATION, AND SUMMARY

Coded survey responses to the standard questions were entered into the CCOIS database and basic tabulations were run by both the PIC and EDD/LMID. Tabulations for the locally-developed skills/qualification questions were performed separately by a contractor to the PIC. From these tabulations, the data was analyzed by the PIC and draft occupational profiles were prepared by the PIC. The draft profiles and other report materials were then reviewed by EDD/LMID analysts. Once review and edit was completed this report was finalized and produced.

VII. DISSEMINATION

The PIC will hold a meeting on February 27, 1996 to disseminate this report and select 20 new occupations to study in 1996. The PIC will invite representatives from the many user groups of LMI information to this meeting. Additional copies of the report will be distributed to various organizations such as schools, economic development organizations, libraries and other CCOIS participants in the State. The PIC will also distribute copies to users upon request throughout the year.

AUTOMOTIVE MECHANICS

15 Employers Responded
96 Employees Covered

Automotive mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists. (OES 853020)

Common Job Titles Used By Responding Employers: Auto or Automotive Technician, Mechanic and Apprentice Mechanic.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Almost all** (87%) firms indicated that they *sometimes* accept training in lieu of work experience to meet their employment qualifications. Training identified by responding employers includes ASE and/or Smog Certification, and auto mechanics college course work.

Local Or Adjacent Training Availability: Cuesta College
Allan Hancock College
Central Coast Automotive

Education Of Recent Hires: High School or Equivalent - 40% Some College, No Degree - 50%

Related Work Experience Required Prior To Employment:
Usually - 33% Always - 60%

Most responding employers indicated that they either require or prefer previous work experience, ranging from 12 to 36 months, in jobs such as Auto Technician, Auto Mechanic Trainee, or Automotive Mechanics School Teacher. A few firms require 5 years of prior experience.

Skills And Qualifications Reported As Very Important: Verbal communication skills, ability to implement safe work practices, skill in using hearing and touch to perform work, problem solving skills, ability to work independently, and as part of a team, ability to lift at least 10 pounds, ability to stand continuously for 2 or more hours, problem solving, attention to detail, and ability to diagnose problems using electronic equipment. **Most** responding employers identified the following new skills needed to perform the job: computer skills (particularly programs used to diagnose mechanical problems), noise and vibration diagnosis, 5 gas analyzing system, and new smog requirements. The following obsolete skills were also reported by **some** employers: carburetor rebuild, engine tune/adjustment skills, parts replacement, inability to use an engine analyzer, and non-certification.

Skills Found To Be In Short Supply: Ability to diagnose using electronic equipment and keep up with new diagnostic procedures, ASE Master, smog license, experience, common sense, self-starters, team player, and dependable.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Very Large (480-560) Estimated employment in 1995 - 520
Projected Growth Rate: Faster Than Average (approximately 16.7%)

State And Nationwide Employment Outlook: This occupation is projected to grow at an average rate both state and nationwide. Most job opportunities will result from replacing workers leaving the work force. The need for this occupation will continue to grow as more late-year automobiles with complex mechanical systems are purchased by consumers. The outlook is best for workers experienced and skilled in these more complex systems, those trained and experienced in the service and repair of foreign cars, and especially for Technicians possessing State licenses to service smog, brake and lamp systems.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 40% Somewhat difficult - 20% A little difficult - 27% Not difficult - 13%

Fully Experienced and Qualified:

Very difficult - 40% Somewhat difficult - 33% A little difficult - 13% Not difficult - 13%

Most (53%) responding employers expect employment in this occupation to remain stable over the next three years, while **many** (47%) project growth in the occupation. Twenty percent of the 96 employees covered in this profile were hired in the past 12 months primarily to fill vacant positions (60%), and to fill new positions (35%).

Local Outlook: Employer demand is somewhat greater than the supply of qualified candidates, both with and without experience. Employers may have some difficulty finding qualified applicants at times.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$5.00 to \$8.63/hour	\$6.50/hour
New employees with prior experience	\$7.00 to \$17.26/hour	\$10.86/hour
Employees after three years	\$9.00 to \$23.01/hour	\$16.00/hour

(Responding employers indicate that 96% of the employees are nonunion.)

Experienced workers are often paid a “flat-rate” based on a pre-determined time required to complete specific repair jobs, defined in industry manuals, regardless of the time it actually takes the Mechanic to complete the job. Wages are lower when the Mechanic is not working on cars. **Some** employers will also pay workers a percentage of the businesses total labor charges.

Hours

Almost all (93%) employees in this occupation work on a full-time basis - 41 hours per week, weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%	Medical Insurance	8%
Paid Vacation	92%		
Dental Insurance	46%		
Retirement Plan	46%		
Life Insurance	38%		
Paid Sick Leave	31%		
Vision Insurance	23%		

MAJOR EMPLOYING INDUSTRIES (in survey area)

New and Used Car Dealerships, Auto and Home Supply Stores, Gasoline Service Stations, and General Automotive Repair Shops.

RECRUITMENT STRATEGIES USED

Newspaper Ads	67%	EDD	13%
In-House Promotion	47%	Private School Referrals	13%
Employees’ Referrals	40%	Other*	13%
Public School Program Referrals	20%	Private Employment Agencies	7%
Unsolicited Applicants	13%		

*Other strategies include calling other Auto Dealers or referring to the State Certification Roster.

OTHER INFORMATION

Almost all (80%) employers promote their Automotive Mechanics to supervisory positions such as: Lead Auto Mechanic, Assistant Service Manager, Service Manager, Service Writer, or Service Advisor.

For **DOT Titles** and **Codes** please refer to Appendix A.

See **California Occupational Guide Number 24** for more information.

BOOKKEEPING, ACCOUNTING AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

17 Employers Responded

65 Employees Covered

Bookkeeping, Accounting and Auditing Clerks, Including Bookkeepers, compute, classify and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines. (OES 553380)

Common Job Titles Used By Responding Employers: Accounting or Account Clerk, Accounting Tech., Bookkeeper, Billing Clerk, Office Manager, Assistant Administrator, Accounts Payable, and Billing Clerk.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Most** (59%) employers will *sometimes* allow training to substitute for prior work experience, while **some** (24%) never accept training in lieu of work experience. **Some** (24%) employers require training prior to employment; including 1 year of college level course work in accounting, 6 months of training in WordPerfect and Lotus software, or an accounting degree.

Local Or Adjacent Training Availability:

Cuesta College
Santa Lucia ROP

Allan Hancock College
Training Dynamics

Education Of Recent Hires:

High School or Equivalent - 20%
Associate Degree - 10%

Some College, No Degree - 60%
Bachelor's Degree - 10%

Related Work Experience Required Prior To Employment:

Always - 53%

Usually - 24%

Sometimes - 24%

Almost all (76%) employers usually or always require from 12-24 months of prior work experience for employment. **Some** (29%) employers require between 36 and 60 months of prior work experience.

Skills And Qualifications Reported As Very Important: verbal communication, ability to perform basic mathematical calculations, ability to work independently, ability to perform routine, repetitive work, record keeping skills, attention to detail, problem solving, and ability to work under pressure. **All** employers want their employees in this occupation to be proficient in word processing, **almost all** (94%) employers seek proficiency in spreadsheet programs (or accounting software), and **most** (53%) employers seek proficiency in data base computer programs. The new skills reported by **many** (47%) employers include: computer related skills (such as use of EXCEL, knowledge of networks, and wordprocessing), as well as staying abreast of new regulations.

Skills Found To Be In Short Supply: Understanding of general ledgers, willingness to work part-time, and background in government accounting (for government agencies).

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size:

Very Large (1710-1740)

Estimated employment in 1995 - 1725

Projected Growth Rate:

Slower Than Average (approximately 1.8%)

State and Nationwide Employment Outlook: This occupation is among the top fifty with the largest growth anticipated through 2005. Replacement for workers who leave the occupation or the job market will account for most of the job opportunities both state and nationwide. Some believe that the effects of computerization and automation may decrease the demand for this occupation.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 13%

Somewhat difficult - 27%

A little difficult - 33%

Not difficult - 27%

Fully Experienced and Qualified:

Very difficult - 12%

Somewhat difficult - 47%

A little difficult - 18%

Not difficult - 24%

Almost all (88%) responding employers expect the size of this occupation to remain stable over the next 3 years, due to little anticipated change in workload and/or business level. Fifteen percent of the 65 employees covered in this profile were hired in the past 12 months, primarily to fill positions vacated by others (70%), or to fill new positions (10%).

Local Outlook: Worker supply is somewhat larger than demand for qualified applicants, both with and without experience. Applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$5.50 to \$14.38/hour	\$7.00/hour
For new employees with prior experience	\$7.00 to \$15.34/hour	\$8.00/hour
For employees after three years	\$8.00 to \$16.78/hour	\$10.00/hour

Union Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$10.17/hour	\$10.17/hour
For new employees with prior experience	\$9.79 to \$11.73/hour	\$10.77/hour
For new employees after three years	\$10.94 to \$17.99/hour	\$12.47/hour

(Responding employers indicate that 47% of the employees are union members.)

Hours

Almost all (86%) employees in union and nonunion firms work full-time basis - 40 hours per week.

BENEFITS

<u>Benefit Provided to Full-Time Employees</u>	<u>Percent of Employers Providing</u>	<u>Benefit Provided to Part-Time Employees</u>	<u>Percent of Employers Providing</u>
Medical Insurance	94%	Medical Insurance	12%
Paid Vacation	94%	Paid Vacation	12%
Paid Sick Leave	88%	Paid Sick Leave	12%
Dental Insurance	76%	Dental Insurance	6%
Life Insurance	76%	Life Insurance	6%
Retirement Plan	76%	Retirement Plan	6%
Vision Insurance	53%	Vision Insurance	6%

MAJOR EMPLOYING INDUSTRIES (in survey area)

Local, State and Federal Government; Schools, Colleges and Universities; Legal Services; Hospitals; Clinics and Offices of Doctors of Medicine; Hotels and Motels; Eating Places; Construction Firms; Grocery Stores; New and Used Car Dealers; Real Estate Agents and Managers; and Temporary Agencies.

RECRUITMENT STRATEGIES USED

Newspaper Ads	82%	Other*	24%
Employees' Referrals	41%	Unsolicited Applicants	18%
In-House Promotion or Transfer	29%	Private Employment Agencies	18%

*Strategies include: client referrals, telephone job line and world wide web, or the State Employment Roster.

OTHER INFORMATION

Almost all (76%) employers promote employees in this occupation to other positions, including: Operations Secretary, Accounting Clerk 2 and/or 3, Finance Tech. Employers also reported promoting to professional level positions including, Accounting Manager, Controller, Treasurer, and Accountant, however, the qualifications for such promotions was not identified.

For **DOT Titles** and **Codes** please refer to Appendix A.

See **California Occupational Guide Number 26** for more information

COMPUTER PROGRAMMERS, INCLUDING AIDES

16 Employers Responded
158 Employees Covered

Computer Programmers convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate and retrieve specific documents, data and information. (OES 251051)

Common Job Titles Used By Responding Employers: Programmer, Programmer Analyst, Support Analyst, Software Engineer, Software Systems Engineer.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: Almost all employers (75%) will *sometimes* allow training to substitute for prior work experience, and some (19%) will never accept training in lieu of prior work experience.

Local Or Adjacent Training Availability: Cal Poly Cuesta College Allan Hancock College

Education Of Recent Hires: Associates Degree - 80% Bachelor's Degree - 18%
(Note: The bulk of responding employers indicated that their most recent hires had B.S. degrees, however the firms that have hired the most new programmers recently hired people with A.S. Degrees.)

Related Work Experience Required Prior To Employment:

Always - 56% Usually - 25% Sometimes - 19%

Almost all (88%) employers require from 12-36 months of prior work experience for employment.

Skills And Qualifications Reported As Very Important: Verbal communication, ability to perform basic mathematical calculations, ability to work independently and as part of a team, ability to work with abstract concepts, organization and time management, attention to detail, ability to be consistent and extremely accurate, problem solving skills, and ability to work under pressure. **Most** (63%) employers identified new skills for this occupation including: 4GL programming, knowledge of client/server systems, distributive computing environment, knowledge of telecommunications, integration of various platforms, visual Basic, Windows 95, Windows NT, Windows 3.1X, and staying abreast of new programs/languages. **Some** (25%) employers identified mainframe (COBOL) programming, DOS applications and proprietary operating systems as obsolete skills. (The type of business and programming work done will define, in part, the new skills that will be needed and the skills that will become obsolete.) **Almost all** employers (75%) want their employees in this occupation to be proficient in word processing, and most employers seek knowledge of data base (69%) and spread sheet (56%) computer programs. **Some** (13%) employers seek knowledge of COBOL programming.

Skills Found To Be In Short Supply: Mainframe skills, qualified minority candidates, applicants with work experience, and a good work ethic.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Large (260-310) Estimated employment in 1995 - 285

Projected Growth Rate: Much Faster Than Average (approximately 19.2%)

State And Nationwide Employment Outlook: In California, this occupation is expected to grow much faster than average for all occupations, as the computer age expands. The need for computer programmers will increase as business, government, schools and scientific organizations seek new applications for computers, and improve the software already in use.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 19% Somewhat difficult - 19% A little difficult - 44% Not difficult - 19%

Fully Experienced and Qualified:

Very difficult - 25% Somewhat difficult - 25% A little difficult - 31% Not difficult - 19%

Almost all (75%) responding employers expect this occupation to grow over the next 3 years, due to increased use of computer technology and company expansion. Forty percent of the 158 employees covered in this profile were hired in the past 12 months, primarily to fill new positions (89%)

Local Outlook: Worker supply is somewhat larger than demand for qualified applicants with no experience, and applicants may experience competition in job seeking. Employer demand is somewhat greater than the supply of experienced, qualified applicants, and employers may have some difficulty finding applicants that meet their hiring standards at times.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Union Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$17.89/hour	\$17.89/hour
For new employees with prior experience	\$15.25 to 18.70/hour	\$16.98/hour
For new employees after three years	\$17.51 to \$21.75/hour	\$19.63/hour

Nonunion Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$7.00 to \$18.25/hour	\$11.42/hour
For new employees with prior experience	\$10.00 to 20.83/hour	\$15.26/hour
For employees after three years	\$12.05 to 27.33/hour	\$20.43/hour

(Responding employers indicate that 88% of the employees are nonunion.)

Hours

Almost all (95%) employees in this occupation work full-time - 40 hours per week, weighted average).

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>
Paid vacation	100%
Medical insurance	93%
Paid sick leave	93%
Life insurance	67%
Dental insurance	60%
Retirement plan	53%
Vision insurance	47%
Child Care	7%

A wellness program and disability insurance is provided by a few firms.

MAJOR EMPLOYING INDUSTRIES (in survey area)

Local Government, Colleges and Universities, Computer Programming and Related Services, School Districts.

RECRUITMENT STRATEGIES USED

Newspaper Ads	94%	Unsolicited Applicants	19%
Employees' Referrals	50%	Private School Referrals	13%
In-House Promotion or Transfer	44%	Private Employment Agencies	13%
Public School Referrals	25%		

OTHER INFORMATION

Most employers (63%) have promoted, or would be willing to promote, employees from this occupation to the next level of the Computer Programmer series, and/or to a supervisory or management level position. **Many** employers (38%) do not promote their Computer Programmers.

For **DOT Titles** and **Codes** please refer to Appendix A.

See **California Occupational Guide Number 81** for more information.

COOKS, RESTAURANT

17 Employers Responded
148 Employees Covered

Restaurant cooks prepare, season and cook soups, meats, vegetables, desserts and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu. (OES 650260)

Common Job Titles Used By Responding Employers: Cook, Line Cook, Prep Cook, and Broiler Cook.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Almost all** (71%), employers indicated that they will *sometimes* allow training to substitute for prior work experience, although none of the responding employers require training or certification for employment.

Local Or Adjacent Training Availability: Most training is done in-house. No local training program found.

Education Of Recent Hires:

High School or Equivalent - 78% Some College, No Degree - 9% Associate Degree - 5%.

Related Work Experience Required Prior To Employment:

Always - 35% Usually - 41% Sometimes - 6% Never - 18%

Almost all employers require or prefer from 5 to 12 months of prior work experience for employment (and one firm requires 24 months of experience).

Skills And Qualifications Reported As Very Important: Ability to read and follow instructions, ability to work as part of a team, ability to perform routine, repetitive work, ability to lift at least 10 to 50 lbs., ability to stand continuously for 2 or more hours, attention to detail, willingness to work nights, weekends, and part-time. **A few** employers identified new skills needed for this occupation, including: ability to operate new equipment as it is developed, to use a computer and to do basic accounting.

Skills Found To Be In Short Supply: Knowledge of spice and herb usage, ability to make sauces, able to do in-house promotions, dependability, experience, flexibility and pride in workmanship.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Very Large (740-870) Estimated employment in 1995 - 805.

Projected Growth Rate: Much Faster Than Average (approximately 17.6%)

State And Nationwide Employment Outlook: Job prospects for cooks are expected to be excellent nationwide. Employment growth for Cooks is expected to be higher than average over the next five years in California. A great majority of openings will be a result of the high turnover in this occupation.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 24% Somewhat difficult - 6% A little difficult - 47% Not difficult - 24%

Fully Experienced and Qualified:

Very difficult - 24% Somewhat difficult - 29% A little difficult - 35% Not difficult - 12%

Almost all (82%) responding employers expect employment in this occupation to remain stable over the next 3 years since this business is directly linked to the projected growth of the local economy. **Some** (18%) employers project growth over the next three years. Fifty-one percent of the 148 employees covered in this profile were hired in the past 12 months, primarily to fill vacated positions (88%). No new positions were added by the responding employers in the last 12 months.

Local Outlook: The supply of applicants with no prior related work experience is somewhat larger than employer demand, and applicants may experience competition in job seeking. For fully experienced and qualified candidates, employer demand is somewhat greater than the supply of applicants, and employers may have some difficulty finding qualified applicants at times.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$4.25 to \$8.00/hour	\$6.00/hour
For new employees with prior experience	\$4.25 to \$9.00/hour	\$7.25/hour
For employees after three years	\$5.00 to \$10.00/hour	\$8.50/hour

(Responding employers indicate that none of the employees are union members.)

Hours

Many (49%) employees in this occupation work on a part-time basis - 26 hours per week weighted average. **Many** (40%) work full-time - 40 hours per week weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	71%	Paid Vacation	29%
Dental Insurance	43%	Paid Sick Leave	29%
Paid Vacation	43%	Medical Insurance	14%
Paid Sick Leave	14%	Dental Insurance	14%
Vision Insurance	14%	Vision Insurance	14%
		Retirement Plan	14%
		Child Care	14%

MAJOR EMPLOYING INDUSTRIES (in survey area)

Eating and Drinking Places, Hotels and Motels.

RECRUITMENT STRATEGIES USED

Newspaper Ads	88%	In-House Promotion or Transfer	29%
Employees' Referrals	82%	Employment Development Department	12%
Unsolicited Applicants	41%	Private Employment Agencies	12%

OTHER INFORMATION

Almost all employers (76%) promote employees in this occupation. Generally, employees enter this occupation as a Prep Cook and are promoted to Line Cook and then to either a Lead Line Cook position or to Broiler Cook (if applicable), to Assistant Kitchen Manager, to Kitchen Manager. Employees may move to a waiter position also.

For **DOT Titles** and **Codes** please refer to Appendix A.

See **California Occupational Guide Number 93** for further information.

**FIRST LINE SUPERVISORS AND MANAGER/
SUPERVISORS - SALES AND RELATED
OCCUPATIONS**

**16 Employers Responded
113 Employees Covered**

First Line Supervisors and Managers in Sales and Related Occupations directly supervise and coordinate activities of marketing, sales, and related workers. Working proprietors, in addition to their supervisory duties, may perform management functions, such as budgeting, accounting, marketing, and personnel work (OES 410020).

Common Job Titles Used By Responding Employers: Sales Manager, Sales Supervisor, Store Manager, Assistant Store Manager, Department Manager, Floor Supervisor.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Almost all** employers (81%) indicated that they will *sometimes* accept vocational training as a substitute for prior work experience. **Some** (18%) of the responding employers indicated they require training prior to employment, generally in college level courses related to this work, the product being sold, or sales training (often gained in previous positions).

Local Or Adjacent Training Availability: Training to prepare workers for this occupation is often done on-the-job as a salesperson. No formal training program was found in the local area.

Education Of Recent Hires: Some College, No Degree - 66% Bachelor's Degree - 32%

Related Work Experience Required Prior To Employment:

Always - 44% Usually - 44% Sometimes - 13%

Almost all (88%) employers require or prefer between 12-24 months or related experience.

Skills And Qualifications Reported As Very Important: Verbal communication skills, ability to work independently and as part of a team, ability to lift at least 10 pounds, willingness to work weekends and to work overtime, knowledge of sales techniques, organization and time management skills, attention to detail, problem solving skills, supervisory skills, ability to organize and plan the work of others, ability to work under pressure, and ability to handle crisis situations. **Many** responding employers identified new skills needed for this occupation including: computer literacy, motivational skills, sales forecasting, personal organization, sales, register scanning, and A.S.E. certification for automobile sales. Accounting and pricing merchandise were reported as obsolete skills by some employers. Computer skills sought by responding employers include: Spread Sheet - 31% Word Processing - 38% Data Base - 19% E-Mail - 13%

Skills Found To Be In Short Supply: Math (particularly the basic formulas needed to conduct inventory), problem solving, decision making, performance appraisal, English grammar and spelling, sales techniques, strong work ethic, willingness to work weekends and evenings, and willingness to change approach.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Very Large (820-940) Estimated Employment in 1995 - 880

Projected Growth Rate: Faster Than Average (approximately 14.6%)

State and Nationwide Employment Outlook: Not available at the time of this writing.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 13% Somewhat difficult - 63% A little difficult - 19% Not difficult - 6%

Fully Experienced and Qualified:

Very difficult - 31% Somewhat difficult - 50% A little difficult - 19%

Almost all (81%) responding employers expect employment in this occupation to remain stable over the next 3 years since their business activity level is generally directly linked to the projected growth of the local economy. Nineteen percent of the firms project growth in this occupation. Forty-two percent of the 113 employees covered in this profile were hired in the past 12 months, primarily due to promotions (45%), and to fill vacated positions (40%).

Local Outlook: Employer demand is somewhat greater than the supply of qualified applicants, both with and without experience. Employers may have some difficulty finding qualified applicants at times.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

<u>Potential Wages</u>	<u>Range</u>	<u>Median</u>
<u>Nonunion Employees</u>		
New employees with no prior experience	\$5.75 to \$19.18/hour	\$9.38/hour
New employees with prior experience	\$7.48 to \$16.30/hour	\$11.00/hour
Employees after three years	\$10.36 to \$23.01/hour	\$14.18/hour

(Responding employers indicate that none of the employees are union members.)

Hours

Almost all (88%) employees in this occupation work full-time - 42 hours per week weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%	Paid Vacation	13%
Paid Vacation	94%	Retirement Plan	13%
Paid Sick Leave	94%	Paid Sick Leave	13%
Dental Insurance	88%	Medical Insurance	6%
Life Insurance	81%	Life Insurance	6%
Vision Insurance	69%	Dental Insurance	6%
Retirement Plan	56%		
Child Care	13%		

A few employers also provide profit-sharing to full-time employees.

MAJOR EMPLOYING INDUSTRIES (in survey area)

This occupation is used in a wide variety of industries involving sales including: Printing, Publishing and Allied Industries, Communications, Wholesale Trades - Durable and Non-durable Goods, Retail Trade Industries (such as Building Material, Hardware and Garden Supply, General Merchandise Stores, Food Stores, Auto and Home Supply, New and Used Automobile Sales, Apparel and Accessory Stores, and Home Furniture, Furnishings, and Equipment), Real Estate Sales, Business Services and Lodging Places.

RECRUITMENT STRATEGIES USED

Newspaper Ads	87%	Private Employment Agencies	13%
In-House Promotion or Transfer	80%	Public School Referrals	7%
Employees' Referrals	40%	Employment Development Dept.	7%

OTHER INFORMATION

Almost all (93%) responding employers promote their First-line Supervisors and Managers to positions such as: Department Head or Floor Supervisor, to Assistant Store Manager, to Store Manager, to General Manager of a store with larger sales volume (in the case of Chains), District Manager and/or Merchandising Director for all stores.

For **DOT Titles** and **Codes** please refer to Appendix A.

GENERAL OFFICE CLERKS

16 Employers Responded
113 Employees Covered

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined. (OES 553470)

Common Job Titles Used By Responding Employers: Clerk, Office Clerk, Clerk Typist, Secretary, Administrative Secretary, and Office Assistant.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: Most employers (69%) indicated that they will *sometimes* accept vocational training as a substitute for prior work experience. Some of the responding employers require training prior to employment, generally in computer applications, typing (with a certificate of 45-60 WPM) and general clerical duties.

Local Or Adjacent Training Availability:

Cuesta College	Allan Hancock College	Center for Employment Training
Coastal Valley College	Santa Lucia ROP	Training Dynamics
West Coast Schools		

Education Of Recent Hires: High School or Equivalent - 91% Some College, No Degree - 7%

Related Work Experience Required Prior to Employment:

Always - 38% Usually - 44% Sometimes - 19%

Most (50%) employers indicating they require or prefer previous related work experience are seeking between 12 and 24 months of related experience. Some employers (19%) seek 42-48 months of previous experience, and some (12%) employers seek 6-12 months of related experience.

Skills And Qualifications Reported As Very Important: English grammar and spelling, ability to read and follow instructions, writing, verbal communication, ability to perform basic mathematical calculations, ability to work independently and as part of a team, public contact skills, organizational and time management skills, attention to detail, problem solving, and ability to work under pressure. All responding employers seek computer skills as follows: word processing - 94%, spreadsheet - 31% (including Peach Tree accounting software and payroll software), data base - 38%, and desktop publishing - 6%. Most (62%) responding employers identified new skills needed for this occupation including: computer literacy and/or advanced use of computers (use of the Internet, spreadsheet, desktop publishing, and computer networking), customer service, and marketing. (Note: a few employers identified shorthand skills and use of a typewriter as obsolete skills for this occupation.)

Skills Found To Be In Short Supply: Organization and time management, attention to detail, and bilingual skills.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Very Large (2670 - 2930) Estimated employment in 1995 - (2800)
Projected Growth Rate: Slower Than Average (approximately 9.7%)

State and Nationwide Employment Outlook: The job outlook for this occupation is favorable given its large size and high turnover rate. It is expected to grow as fast as the average for all occupations on a nationwide basis, and is listed as the second largest absolute growth occupation in California. Applicants skilled in typing, computers, using office machines, etc. will have the best opportunities.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 15% Somewhat difficult - 8% A little difficult - 15% Not difficult - 62%

Fully Experienced and Qualified:

Somewhat difficult - 13% A little difficult - 25% Not difficult - 63%

Almost all (81%) responding employers expect this occupation's growth to remain stable over the next 3 years. **Some** (13%) of the responding firms forecast a decline in this occupation. Thirty-nine percent of the 155 employees covered in this profile were hired in the past 12 months, primarily to fill temporary positions (50%). **Some** (28%) of these Clerks recently hired were to fill vacated positions and to fill vacated positions.

Local Outlook: Worker supply is somewhat larger than demand for qualified applicants, both with and without experience. Applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Union Employees

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$8.50 to \$9.57/hour	\$9.38/hour
New employees with prior experience	\$8.86 to \$10.57/hour	\$9.50/hour
Employees after three years	\$10.26 to \$11.88/hour	\$10.94/hour

Nonunion Employees

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$5.98 to \$6.50/hour	\$6.50/hour
New employees with prior experience	\$6.50 to \$10.00/hour	\$7.25/hour
Employees after three years	\$7.50 to \$10.93/hour	\$8.98/hour

(Responding employers indicate that 93% of the employees are union members.)

Hours

Most employees (54%) in this occupation work on a full-time basis - 40 hours per week weighted average. **Some** employees (27%) work part-time - 23 hours weighted average per week, or temporary/on-call (17%).

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	93%	Paid Vacation	33%
Paid Vacation	93%	Paid Sick Leave	33%
Paid Sick Leave	80%	Medical Insurance	27%
Dental Insurance	80%	Dental Insurance	20%
Vision Insurance	73%	Vision Insurance	20%
Retirement Plan	67%	Retirement Plan	20%
Life Insurance	60%	Life Insurance	7%

Benefits for part-time workers have varying requirements for minimum hours worked.

MAJOR EMPLOYING INDUSTRIES (in survey area)

This occupation is found in a wide range of office settings including grocery stores, business service providers, eating places, lodging, schools, local governments, clinics and doctor's offices, hospitals, and accounting and auditing firms.

RECRUITMENT STRATEGIES USED

Newspaper Ads	93%	Private Employment Agencies	13%
In-ouse Promotion or Transfer	60%	Public School Referrals	7%
Employees' Referrals	20%	Private School Referrals.	7%
Unsolicited Applicants	13%		

OTHER INFORMATION

Most (69%) responding employers promote their General Office Clerks to positions such as : Secretary (at progressing levels), Office Manager, and Administrative Assistant.

For **DOT Titles** and **Codes** please refer to Appendix A.

HOME HEALTH CARE WORKERS

7 Employers Responded
134 Employees Covered

Home Health Care Workers care for elderly, convalescent, or handicapped persons in the homes of their patients. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications that are self-administered. Includes Certified Home Health Aides, Certified Nursing Assistants caring for patients in their homes, and uncertified Home Health Care Workers. (OES 660110)

Common Job Titles Used By Responding Employers: Certified Home Health Aide, CNA, and Home Health Aide.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: Most employers (57%) indicated that they will *sometimes* accept vocational training as a substitute for prior work experience, and some employers (29%) reported that they will *usually* substitute training for work experience. Almost all responding employers require State certification as a Home Health Aide, or Certified Nursing Assistant (if they employ that occupation).

Local Or Adjacent Training Availability: Cuesta College Allan Hancock College

Education Of Recent Hires: High School or Equivalent- 94%

Related Work Experience Required Prior To Employment:

Always - 29% Usually - 29% Sometimes - 43%

Most employers require (or prefer) between 3-9 months or related experience.

Skills And Qualifications Reported As Very Important: English grammar and spelling, verbal communication skills, ability to work independently, ability to pass a pre-employment medical exam, ability to lift at least 10 lb., ability to do strenuous, physically demanding work, willingness to work weekends and part-time, ability to read and record vital signs, knowledge of safe patient transfer techniques, ability to provide personal services to patients, record keeping skills, organization and time management skills, attention to detail, ability to work under pressure, trained in CPR and first-aid techniques, and possess a good DMV driving record. Most (71%) responding employers identified new skills, including: computerized documentation and understanding of forms, continuing education in dealing with new patient needs, and advanced training in AIDS and Alzheimer's illnesses. A few (14%) firms seek word processing or data base skills.

Skills Found To Be In Short Supply: Documentation and knowledge of basic medical terminology, and bilingual skills.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Small (70-110) Estimated employment in 1995 - 90

Projected Growth Rate: Much Faster Than Average (approximately 57.1%)

State and Nationwide Employment Outlook: Home Health Aides rank among the fifty fastest growing occupations in the State of California. This occupation is expected to grow above the average for all occupations, primarily due to the increase in the elderly population, and the shift to at-home convalescent care for some medical conditions. There is a continuing demand for new Home Health Aides to replace those leaving this occupation. The outlook for experienced aides is very good. Many jobs should exist for job seekers who want part-time or temporary employment.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 14% Somewhat difficult - 14% A little difficult - 43% Not difficult - 29%

Fully Experienced and Qualified:

Somewhat difficult - 29% A little difficult - 57% Not difficult - 14%

Almost all (71%) responding employers expect employment in this occupation to grow over the next 3 years. Forty- nine percent of the 134 employees covered in this profile were hired in the past 12 months, filling positions in the following manner:

Temporary/On-call positions: 40%	New positions: 29%
Vacant positions: 23%	Promotions: 8%

Local Outlook: Worker supply is somewhat larger than demand for qualified applicants, both experienced and inexperienced. Applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

<u>Nonunion Employees</u>	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$6.40 to \$8.26/hour	\$7.13/hour
New employees with prior experience	\$8.00 to \$10.00/hour	\$8.33/hour
Employees after three years	\$8.00 to \$12.50/hour	\$10.08/hour

(Responding employers indicate that 11% of the employees are (or may be) union members.)

Hours

Most (52%) employees in this occupation work part-time (29 hours per week, weighted average) and are paid on a per-diem basis. **Some** employees (34%) work on a temporary or on call basis - 24 hours per week weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%	Medical Insurance	50%
Paid Vacation	83%	Paid Vacation	50%
Paid Sick Leave	83%	Paid Sick Leave	50%
Dental Insurance	83%	Dental Insurance	50%
Vision Insurance	73%	Life Insurance	50%
Retirement Plan	67%	Retirement Plan	20%
Life Insurance	67%	Vision Insurance	17%

MAJOR EMPLOYING INDUSTRIES (in survey area)

Home Health Care Services, General Medical and Surgical Hospitals (affiliates), and Personnel Help Supply Services.

RECRUITMENT STRATEGIES USED

Newspaper Ads	100%	Unsolicited Applicants	29%
Employees' Referrals	57%	Private Employment Agencies	14%
In-House Promotion or Transfer	43%	Public School Referrals	14%

OTHER INFORMATION

Most employers promote Home Health Aides to Administrative Support, Case Management Assistant, or Intake Coordinator. Employees in this occupation may advance to Licensed Vocational Nurse or Registered Nurse if additional education and licensing is obtained.

DOT Title: Home Attendant

DOT Code: 354.377-014

See **California Occupational Guide Number 461** for more information.

INSTRUCTIONAL AIDES

17 Employers Responded
564 Employers Covered

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils. (OES 315211)

Common Job Titles Used By Responding Employers: Assistant Teacher, Teacher's Aide, Recreation Leader, Instructional Aide, Special Ed. Aide, Bilingual Assistant, Professional Aide, and Categorically Funded Aide.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Most** (59%) reported they will *sometimes* accept vocational training in lieu of prior work experience. In addition, **some** employers (24%) indicated that they *usually* or *always* (18%) substitute training for prior work experience.

Local Or Adjacent Training Availability: The following offer related education: Cuesta College
Allan Hancock College

Education Of Recent Hires: High School or Equivalent - 44% Some College, No Degree - 53%

Related Work Experience Required Prior To Employment:

Always - 18% Usually - 41% Sometimes - 24% Never - 18%

Most (65%) employers require or prefer between 10-12 months of prior related work experience, in positions involving work with children, either on a volunteer or paid basis. **Many** (47%) employers require or prefer between 2-6 months of previous experience.

Skills And Qualifications Reported As Very Important: English grammar and spelling, ability to read and follow instructions, writing, verbal communication, ability to perform basic mathematical calculations, ability to work as part of a team, willingness to work part-time, attention to detail, and problem solving skills. **Many** (47%) employers identified new skills needed for this occupation, including: computer skills, education in childhood development (at least 6 units), people skills, and basic knowledge of medical procedures (particularly for special education students).

Skills Found To Be In Short Supply: Loyalty and dependability, experience (even volunteer work with kids), applicants with at least 4 years of experience, bilingual, good math skills, Early Childhood Education (ECE) training.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Large (910-1080) Estimated employment in 1995 - 995

Projected Growth Rate: Much Faster Than Average (approximately 18.7%)

State And Nationwide Employment Outlook: Nationwide, this occupation is expected to grow much faster than average for all occupations through the year 2005. In California, this occupation is ranked among the top 50 in largest expected job growth. Most job opportunities will result from Instructional Aides leaving the occupation or the work force. Job opportunities vary on several factors including population growth in the area, government funding available for hiring Aides (and other staff), and the supply or qualified candidates in the area. Candidates with experience in special education or who are bilingual will have the best opportunities, since there have been shortages in these two areas, and programs addressing these populations are expected to expand.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Somewhat difficult - 6% A little difficult - 29% Not difficult - 65%

Fully Experienced and Qualified:

Very difficult - 6% Somewhat difficult - 25% A little difficult - 31% Not difficult - 38%

Most (71%) responding employers expect the size of this occupation to remain stable over the next 3 years primarily due to a stable student population and limited funding. **Some** (29%) employers project growth in their student population, and therefore an increased need for Instructional Aides. Twenty three percent of the 158 employees covered in this profile were hired in the past 12 months, primarily to fill vacant positions (53%) and to fill temporary positions (30%).

Local Outlook: Worker supply is somewhat larger than demand for qualified applicants, both with and without experience. Applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Union Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$6.25 to \$8.51/hour	\$7.30/hour
For new employees with prior experience	\$7.00 to 8.51/hour	\$7.71/hour
For new employees after three years	\$7.70 to \$9.85/hour	\$8.68/hour

Nonunion Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$4.25 to \$10.23/hour	\$4.80/hour
For new employees with prior experience	\$5.00 to 10.23/hour	\$5.25/hour
For employees after three years	\$5.20 to 10.87/hour	\$6.77/hour

(Responding employers indicate that 93% of the employees are union members.)

Hours

Almost all (90%) employees in this occupation work part-time - 17 hours per week, weighted average.

BENEFITS

<u>Benefits Provided to</u> <u>Full-Time</u> <u>Employees</u>	<u>Percent of Firms</u> <u>Providing</u>	<u>Benefits Provided to</u> <u>Part-Time</u> <u>Employees</u>	<u>Percent of Firms</u> <u>Providing</u>
Paid Vacation	64%	Paid Vacation	82%
Paid Sick Leave	64%	Paid Sick Leave	82%
Medical Insurance	45%	Retirement Plan	55%
Dental Insurance	45%	Medical Insurance	36%
Vision Insurance	45%	Dental Insurance	36%
Retirement Plan	45%	Vision Insurance	36%
Life Insurance	18%	Life Insurance	18%
Child Care	9%	Child Care	9%

MAJOR EMPLOYING INDUSTRIES (in survey area)

Elementary Schools and Pre Schools.

RECRUITMENT STRATEGIES USED

Newspaper Ads	82%	Private School Referrals	24%
Employees' Referrals	47%	Unsolicited Applicants	12%
In-House Promotion or Transfer	41%	Other*	12%
Public School Referrals	29%		

*Other strategies include the Early Childhood Development Program at Colleges, and the Jobline for local school districts.

OTHER INFORMATION

Almost all (81%) employers promote their Instructional Aides to positions such as: teacher (when credential is earned), clerical and accounting jobs, Library Aide, or Bilingual Clerk (if qualified).

DOT Title: Teacher Aide I

DOT Code: 099.327-010

DOT Title: Teacher Aide II

DOT Code: 249.367-074

See **California Occupational Guide Number 502** for more information.

LICENSED VOCATIONAL NURSES

15 Employers Responded
94 Employees Covered

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums and similar institutions. (OES 325050)

Common Job Titles Used By Responding Employers: LVN, Staff Nurse, Charge Nurse, Treatment Nurse, Utilization Management Nurse, and Residential Home Manager.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: This occupation requires a state license to practice. Training for the LVN license generally takes two years to complete. **Most** employers (67%) indicated that they will *sometimes* accept vocational training as a substitute for prior work experience, and some employers (20%) reported that they will *usually* substitute training for work experience.

Local Or Adjacent Training Availability: Allan Hancock College

Education Of Recent Hires: Associate's Degree - 64% Some College, No Degree - 30%

Related Work Experience Required Prior To Employment:

Always - 60% Usually - 13% Sometimes - 20% Never - 7%

Most (65%) employers require between 10 and 12 months of related experience.

Skills And Qualifications Reported As Very Important: Ability to read and follow instructions, English grammar and spelling skills, writing skills, verbal communication skills, ability to work independently and as part of a team, willingness to work under close supervision, ability to pass a pre-employment medical examination, ability to apply patient transferring techniques, ability to provide personal services to patients, knowledge of medical terminology, multi-cultural familiarity, record keeping skills, organizational and time management skills, attention to detail, ability to plan and organize the work of others, ability to work under pressure, and ability to handle crisis situations. New skills identified by **many** responding employers include medical charting, ability to use computers (word processing and spreadsheet programs), intravenous skills and certification, monitoring skills, and knowledge of MDS/OBRA and Title 22 regulations, management, and people skills.

Skills Found To Be In Short Supply: Drawing of blood, SNE Training, and Management Skills.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Large (270-310) Estimated Employment in 1995 - 290

Projected Growth Rate: Faster Than Average (approximately 14.8%)

State And Nationwide Employment Outlook : Job prospects for this occupation are excellent on a national basis, with employment expected to grow much faster than average. Growth in California for this occupation will be slower, but still faster than average. Nursing homes will offer the most jobs for LVNs, as the number of aged and disabled patients grow, and the health care industry expands. Rapid growth for this occupation is also expected in residential care facilities and in-home health care services. Employment in General and Surgical Hospitals is not expected to grow.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 8% Somewhat difficult - 23% A little difficult - 23% Not difficult - 46%

Fully Experienced and Qualified:

Very difficult - 7% Somewhat difficult - 33% A little difficult - 27% Not difficult - 33%

Most (67%) responding employers expect employment in this occupation to remain stable over the next three years. Thirty-five percent of the 94 employees covered in this profile were hired in the past 12 months, primarily to fill vacated positions (58%), or to fill new positions (27%).

Local Outlook: Worker supply is somewhat greater than the supply of qualified applicants, both with and without experience. Applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

<u>Nonunion Employees</u>	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$8.00 to \$11.77/hour	\$10.50/hour
New employees with prior experience	\$8.50 to \$17.00/hour	\$10.90/hour
Employees after three years	\$10.58 to \$20.00/hour	\$12.59/hour

(Responding employers indicate that 98% of the employees are nonunion.)

Hours

Most (64%) employees in this occupation work full-time - 39 hours per week, weighted average. **Some** employees (16%) work part-time - 21 hour per week, weighted average, or on a temporary or on-call basis (19%).

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	93%	Medical Insurance	43%
Paid Vacation	86%	Paid Vacation	43%
Paid Sick Leave	79%	Paid Sick Leave	43%
Dental Insurance	57%	Dental Insurance	29%
Vision Insurance	50%	Vision Insurance	29%
Life Insurance	50%	Life Insurance	29%
Retirement Plan	36%	Retirement Plan	29%

MAJOR EMPLOYING INDUSTRIES (in survey area)

Nursing and Personal Care Facilities, Offices and Clinics of Doctors of Medicine, General and Surgical Hospitals, and Local Government Health Agencies.

RECRUITMENT STRATEGIES USED

Employees' Referrals	80%	Private School Referrals	7%
Newspaper Ads	80%	Public School Referrals	7%
Unsolicited Applicants	47%	Employment Development Dept.	7%
In-House Promotion or Transfer	33%		

OTHER INFORMATION

Most (60%) of the responding employers promote Licensed Vocational Nurses to supervisory positions such as Lead LVN or Staff Development, and to Registered Nurse upon completion of education and certification. (Occasionally, employees in this occupation are promoted to full-time, with benefits, from part-time without benefits.)

DOT Title: Nurse, Licensed Practical

DOT Code: 079.374-014

See **California Occupational Guide Number 313** for more information.

MEDICAL ASSISTANTS

15 Employers Responded
96 Employees Covered

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records or perform other clerical duties. (OES 660050)

Common Job Titles Used By Responding Employers: Medical Assistant, and Front or Back Office Assistant.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: Most employers (73%) indicated that they will *sometimes* accept training as a substitute for prior work experience, and **some** employers reported that they will *never* (13%), *or usually* (13%) substitute training for work experience.

Local Or Adjacent Training Availability:

Allan Hancock College	Central California School of Continuing Education
Cuesta College	Center For Employment Training
Coastal Valley College	Santa Lucia ROP

Education Of Recent Hires:

High School or Equivalent - 37% Some College, No Degree - 42% Associate's Degree - 21%

Related Work Experience Required Prior To Employment:

Always - 60% Usually - 13% Sometimes - 20% Never - 7%

Most (60%) employers require or prefer previous related experience, ranging from 2 to 12 months.

Skills And Qualifications Reported As Very Important: English grammar and spelling, ability to read and follow directions, writing, verbal communication, ability to work independently and as part of a team, knowledge of medical terminology, ability to read and record vital signs, organizational and time management skills, attention to detail, ability to work under pressure, and ability to handle crisis situations. Most employers reported new skills including: expanded computer skills (including software used for medical billing and insurance authorizations), phlebotomy and injection skills, ability to take x-rays, knowledge of managed care guidelines, knowledge of new technologies and procedures as they emerge, and teamwork. **Many** (40%) employers seek the following computer skills: word processing (33%), data base (20%), spread sheet and desktop publishing (7% each).

Skills Found To Be In Short Supply: Experience in pediatrics, orthopedic-related skills such as casting, experience giving injections, drawing blood and performing EKGs, problem solving skills, organization and time management, team work, flexibility in work schedule and willingness to work part-time, and ability to put patient's concerns above their own.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Medium (140-180) Estimated employment in 1995 - 160

Projected Growth Rate: Much Faster Than Average (approximately 28.6%)

State and Nationwide Employment Outlook: Employment of Medical Assistants is expected to grow much faster than average both state and nationwide, as the health industry expands. This is one of the fifty fastest growing occupations in the State of California. The most job opportunities will be in outpatient facilities, primarily in small medical offices. Most job openings will result from the high turnover experienced in this occupation. Job prospects will be best for applicants with formal training and/or experience.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 8% Somewhat difficult - 54% A little difficult - 23% Not difficult - 15%

Fully Experienced and Qualified:

Very difficult - 7% Somewhat difficult - 53% A little difficult - 33% Not difficult - 7%

Most (53%) responding employers expect this occupation to grow over the next three years and **many** (47%) employers project that employment in this occupation to remain stable. Forty percent of the 96 employees covered in this profile were hired in the past 12 months, primarily to fill vacated positions (61%), or to fill new positions (21%).

Local Outlook: Employer demand is somewhat greater than the supply of qualified applicants, both with and without prior experience. Employers may have some difficulty finding qualified applicants at times.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential wages

<u>Nonunion Employees</u>	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$6.50 to \$9.00/hour	\$7.00/hour
New employees with prior experience	\$7.00 to \$12.00/hour	\$8.50/hour
Employees after three years	\$9.00 to \$14.00/hour	\$10.00/hour

(Responding employers indicate that 98% of the employees are nonunion.)

Hours

Most (68%) employees in this occupation work full-time - 40 hours per week, weighted average. **Some** employees (27%) work part-time - 25 hour per week weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	93%	Paid Sick Leave	36%
Paid Vacation	86%	Paid Vacation	36%
Paid Sick Leave	79%	Medical Insurance	29%
Retirement Plan	64%	Retirement Plan	29%
Life Insurance	36%	Life Insurance	14%
Dental Insurance	29%	Dental Insurance	7%
Vision Insurance	7%	Vision Insurance	7%

MAJOR EMPLOYING INDUSTRIES (in survey area)

Offices and Clinics of Doctors of Medicine, Doctors of Osteopathy, and of Podiatrists. Optometrists, and Chiropractors.

RECRUITMENT STRATEGIES USED

Newspaper Ads	80%	Private School Referrals	27%
Employees' Referrals	67%	Public School Referrals	20%
In-House Promotion or Transfer	27%	Employment Development Dept.	7%
Unsolicited Applicants	27%	Applicants to Other Offices	7%

OTHER INFORMATION

Most (67%) of the responding employers do not promote their Medical Assistants. **Some** employers (33%) promote to a supervisory position, to Office Manager, or to a LVN or RN position once the employee has earned a degree and license.

<u>DOT Title</u>	<u>DOT Code</u>
Medical Assistant	079.362-010
Chiropractor Assistant	079.364-010
Podiatry Assistant	079.374-018
Morgue Attendant	355.667-010

See **California Occupational Guide Number 513** for more information.

MEDICAL RECORDS TECHNICIANS

12 Employers Responded
38 Employees Covered

Medical Records Technicians compile and maintain medical records of hospital and clinic patients. (OES 329110)

Common Job Titles Used By Responding Employers: Medical Records Clerk, Medical Office Clerk, Health Information Tech., and Backup Receptionist.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: Almost all (83%) responding employers indicated that they will *sometimes* accept training as a substitute for prior work experience.

Local Or Adjacent Training Availability: No local training offered.

Education Of Recent Hires:

High School or Equiv. - 82%

Some College, No Degree - 18%

Related Work Experience Required Prior to Employment:

Usually - 50%

Sometimes - 50%

Almost all (75%) employers require or prefer previous related experience, ranging from 6 to 12 months, primarily in medical records, billing, or office assistant.

Skills And Qualifications Reported As Very Important: English grammar and spelling, writing, verbal communication, ability to work independently and as part of a team, ability to perform routine, repetitive work, ability to pass a pre-employment exam, knowledge of medical terminology, knowledge of medical record control procedures, organization and time management, and attention to detail. The primary new skill sought by responding employers is more advanced computer usage, particularly medical office software. (Half of the responding firms seek knowledge of word processing.) **A few** firms reported paper filing of reports and manual functions/analysis as obsolete skills for this occupation.

Skills Found To Be In Short Supply: organization and time management, verbal communication, ability to work under pressure, and dependability.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size:

Small (80-100)

Estimated employment in 1995 - 90

Projected Growth Rate:

Much Faster Than Average (approximately 25%)

State and Nationwide Employment Outlook: Employment of Medical Records Technicians is expected to grow much faster than average both state and nationwide, primarily due to the increased number of medical tests, treatments and procedures, and because medical records will be increasingly scrutinized by insurance companies, courts and consumers. Most jobs will be found in hospitals, where openings will occur to fill vacated positions. Rapid growth of this occupation is expected to occur in large group medical practices, health maintenance organizations, nursing homes and home health agencies. Employment prospects for formally trained technicians is expected to be very good through the year 2005.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Somewhat difficult - 33%

A little difficult - 58%

Not difficult - 8%

Fully Experienced and Qualified:

Very difficult - 8%

Somewhat difficult - 42%

A little difficult - 50%

Almost all (75%) responding employers expect employment in this occupation to remain stable over the next three years. Forty eight percent of the 38 employees covered in this profile were hired in the past 12 months, primarily due to promotions (47%) and to fill vacated positions (35%).

Local Outlook: Employer demand is somewhat greater than the supply of fully experienced, qualified applicants, and employers may have some difficulty finding qualified applicants at times. Worker supply is somewhat larger than the demand for trained, inexperienced workers, and applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion Employees

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$5.50 to \$8.00/hour	\$6.60/hour
New employees with prior experience	\$6.00 to \$9.00/hour	\$7.00/hour
Employees after three years	\$7.31 to \$13.00/hour	\$8.75/hour

(Responding employers indicate that 92% of the employees are non-union.)

Hours

Almost all (79%) employees in this occupation work full-time - 40 hours per week, weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%	Paid Sick Leave	25%
Paid Vacation	100%	Paid Vacation	25%
Paid Sick Leave	100%	Medical Insurance	25%
Retirement Plan	92%	Dental Insurance	25%
Dental Insurance	75%	Life Insurance	17%
Life Insurance	67%	Vision Insurance	17%
Vision Insurance	33%	Retirement Plan	8%

MAJOR EMPLOYING INDUSTRIES (in survey area)

General and Surgical Hospitals, Psychiatric Hospitals, Skilled Nursing Care Facilities, and Offices and Clinics of Doctors of Medicine.

RECRUITMENT STRATEGIES USED

Newspaper Ads	67%	Other*	17%
In-House Promotion or Transfer	42%	Public School Referrals	8%
Unsolicited Applicants	33%	Private Employment Agencies	8%
Employees' Referrals	25%		

*Other strategies include referrals from other hospitals and the California testing register

OTHER INFORMATION

Almost all (75%) employers promote their Medical Records Technicians to positions such as: Health Records Technician II or III, Operating Room/Emergency Room Coder, Billing Clerk, Supervisor, or Front Desk/Reception.

DOT Title

DOT Code

Medical Record Technician	079.362-014
Tumor Registrar	079.362-018

See **California Occupational Guide Number 134** for more information.

PARALEGAL PERSONNEL

16 Employers Responded
34 Employees Covered

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or initiate legal action. (OES 283050)

Common Job Titles Used By Responding Employers: Paralegal and Legal Assistant.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Almost all** (75%) of the responding employers indicated that they will *sometimes* accept vocational training as a substitute for prior work experience, and **some** (13%) reported that they *never* substitute training for work experience. **Almost all** employers require a certificate from an accredited Paralegal training program, which generally takes 24 months to complete.

Local Or Adjacent Training Availability: Cal Poly Extended Education West Coast Schools

Education Of Recent Hires:

Bachelor's Degree - 40% Associate's Degree - 20% Some College, No Degree - 40%

Related Work Experience Required Prior To Employment:

Usually - 44% Always - 44%

All employers require or prefer previous related experience, ranging from 16 to 39 months.

Skills And Qualifications Reported As Very Important: English grammar and spelling, writing, verbal communication, ability to work independently, ability to work as part of a team, understanding of legal terms, record keeping skills, organizational and time management, attention to detail, and ability to work under pressure. Primary new skills sought by responding employers are excellent communication and more advanced computer usage (specifically Westlaw on CD ROM) used for legal research. All of the responding firms seek knowledge of word processing programs and some (31%) of the employers seek knowledge of data base programs. Responding employers reported transcription and shorthand as obsolete skills for this occupation.

Skills Found To Be In Short Supply: Writing skills, command of the English language (including grammar and spelling), experience in multiple areas of law, work experience, and fast and accurate typing skills.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Small (390-450) Estimated employment in 1995 - 420

Projected Growth Rate: Much Faster Than Average (approximately 33.3%)

State And Nationwide Employment Outlook: Employment of Paralegal Personnel is expected to grow much faster than average, nationwide, as many employers become aware that paralegal personnel are able to perform many legal tasks at lower salaries than lawyers. Most job opportunities will be a result of new positions being added by law firms or organizations providing legal services. The number of graduates from paralegal training programs is expected to keep pace with the rate of occupational growth resulting in keen competition for job openings. However, job prospects will be good for graduates of highly regarded formal programs.

Supply/Demand Assessment

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 33% Somewhat difficult - 42% A little difficult - 8% Not difficult - 17%

Fully Experienced and Qualified:

Very difficult - 19% Somewhat difficult - 50% A little difficult - 13% Not difficult - 19%

Most (69%) responding employers expect employment in this occupation to remain stable over the next three years, while **some** (31%) project growth in the occupation. Fifteen percent of the 34 employees covered in this profile were hired in the past 12 months, primarily to fill vacant positions (60%) and to fill new positions (40%).

Local Outlook: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

<u>Nonunion Employees</u>	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$7.48 to \$12.11/hour	\$9.39/hour
New employees with prior experience	\$8.63 to \$16.35/hour	\$11.81/hour
Employees after three years	\$10.93 to \$22.78/hour	\$14.38/hour

(Responding employers indicate that 97% of the employees are nonunion.)

Hours

Almost all (79%) employees in this occupation work full-time - 39 hours per week, weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Paid Vacation	100%	Paid Sick Leave	6%
Paid Sick Leave	94%	Paid Vacation	6%
Medical Insurance	88%	Medical Insurance	6%
Retirement Plan	69%	Dental Insurance	6%
Life Insurance	56%	Vision Insurance	6%
Dental Insurance	50%	Retirement Plan	6%
Vision Insurance	31%		
Child Care	6%		

MAJOR EMPLOYING INDUSTRIES (in survey area)

Legal Services and Local Government.

RECRUITMENT STRATEGIES USED

Newspaper Ads	69%	In-House Promotion or Transfer	31%
Employees' Referrals	56%	Private Employment Agencies	13%

OTHER INFORMATION

Almost all (94%) employers do not promote their Paralegal Personnel.

<u>DOT Title</u>	<u>DOT Code</u>
Legal Investigator	119.267-022
Paralegal	119.267-026

See **California Occupational Guide Number 464** for more information.

PHYSICAL THERAPISTS

13 Employers Responded
41 Employees Covered

Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decrease or prevent deformity and crippling. (OES 323080)

Common Job Titles Used By Responding Employers: Physical Therapist, Registered Physical Therapist.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Most** (54%) of the responding employers indicated that they *never* accept training as a substitute for prior work experience, and **many** (38%) reported that they *sometimes* substitute training for work experience. A license is required in the State of California to practice Physical Therapy. Training programs generally take at least 4 to 5 years to complete. Almost all recently hired Physical Therapists have earned graduate degrees.

Local Or Adjacent Training Availability: Cal Poly offers physical therapy prerequisite courses that prepare students to enter a graduate program at another college. No degree in Physical Therapy is offered locally, at this time. For information on accredited schools offering Physical therapy Degrees, contact:

The American Physical Therapy Association - CA Branch
1109 9th Street, Sacramento, CA 95814 (916) 446-0069

Education Of Recent Hires: Graduate Degree - 75% Bachelor's Degree - 25%

Related Work Experience Required Prior To Employment: Usually - 23% Always - 69%

Experience Required: **Almost all** employers require previous related experience, ranging from 12 to 24 months.

Skills And Qualifications Reported As Very Important: English grammar and spelling, ability to read and follow instructions, writing, verbal communication, ability to work independently and as part of a team, knowledge of geriatrics, attention to detail, problem solving, ability to work under pressure and handle crisis situations, and trained in CPR and first aide techniques. New skills identified by responding employers include: functional assessments and treating patients functionally; "managing a patient," public relations; compliance with insurance/medical rules; staying abreast of how to use new P.T. equipment and computer fluency. Obsolete skills that were reported by a few employers include: patient modalities, ultrasound, whirlpool, and respiratory.

Skills Found To Be In Short Supply: Ability to work independently.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Small (70-90) Estimated employment in 1995 - 80

Projected Growth Rate: Much Faster Than Average (approximately 28.6%)

State and Nationwide Employment Outlook: Job prospects in physical therapy are expected to be excellent nationwide. This occupation is expected to grow much faster than average given advances in medical technology that save more lives and allow treatment of more disabling conditions. There has been a shortage of Physical Therapists in the recent past, but competition for jobs will increase as the number of training programs for physical therapy and their graduates grow.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 17% Somewhat difficult - 25% A little difficult - 25% Not difficult - 33%

Fully Experienced and Qualified:

Very difficult - 8% Somewhat difficult - 31% A little difficult - 46% Not difficult - 15%

Most (62%) responding employers expect employment in this occupation to remain stable over the next three years, while **some** (23%) project growth in the occupation, and some (15%) project a decline. Managed care was often cited as the reason why employment for Physical Therapists, primarily in private practices, might remain stable or decline. Twenty percent of the 41 employees covered in this profile were hired in the past 12 months, primarily to fill new positions (50%). Some of these new hires were employed to fill vacated positions (25%), while others were employed to fill temporary positions (25%).

Local Outlook: Worker supply is somewhat larger than demand for qualified applicants, both with and without experience. Applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion Employees

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$18.00 to \$21.00/hour	\$20.00/hour
New employees with prior experience	\$16.39 to \$28.00/hour	\$22.00/hour
Employees after three years	\$19.92 to \$42.50/hour	\$25.00/hour

(Responding employers indicate that 100% of the employees are nonunion.)

Hours

Most (66%) employees in this occupation work full-time (40 hours per week, weighted average). Some (22%) work part-time (22 hours/week weighted average), or on a temporary basis (12%).

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%	Medical Insurance	54%
Paid Sick Leave	85%	Paid Sick Leave	38%
Paid Vacation	85%	Paid Vacation	38%
Retirement Plan	46%	Retirement Plan	31%
Life Insurance	46%	Life Insurance	31%
Dental Insurance	46%	Vision Insurance	23%
Vision Insurance	38%	Dental Insurance	23%
Child Care	15%		

MAJOR EMPLOYING INDUSTRIES (in survey area)

General and Surgical Hospitals, Local Government Health Care Services, Offices of Health Practitioners (specializing in physical therapy services).

RECRUITMENT STRATEGIES USED

Newspaper Ads	54%	Employees' Referrals	23%
Other*	31%	Unsolicited Applicants	23%
Private Employment Agencies	8%		

*Other strategies include word of mouth, referrals from other P.T. offices, and Professional Journals.

OTHER INFORMATION

Almost all (85%) employers do not promote their Physical Therapists. **Some** (15%) of the responding employers promote their Physical Therapists to management positions.

DOT Title: Physical Therapist

DOT Code: 076.121-014

See **California Occupational Guide Number 117** for more information.

PHYSICAL THERAPY AIDES

9 Employers Responded
23 Employees Covered

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist Physical Therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from the treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist. (OES 660171)

Common Job Titles Used By Responding Employers: P.T. Aide, Technician, Rehab. Aide, and Rehab. Technician.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Almost all** (80%) of the responding employers indicated that they *sometimes* accept vocational training as a substitute for prior work experience, and **some** (20%) reported that they *usually* substitute training for work experience. Employers indicating a desire for training seek some college course work in a related field, training in a helping profession, or a Bachelor's Degree in a related field.

Local Or Adjacent Training Availability: Local community colleges including Cuesta College and Alan Hancock College offer courses, and Cal Poly offers prerequisite courses preparing students to enter a graduate program in Physical Therapy. No local program specifically designed to train Physical Therapy Aides was located.

Education Of Recent Hires:

Some College, No Degree - 73% Associate Degree - 18% Bachelor's Degree - 9%

Related Work Experience Required Prior To Employment:

Sometimes - 20% Usually - 80%

Almost all employers requiring previous work experience, usually seek between 6 and 12 months of experience, in positions such as Physical Therapy Aide, Rehab. Aide, or Nurses Aide. **Some** firms require 2 to 5 months of experience.

Very Important Skills And Qualifications: English grammar and spelling, writing, ability to read and follow instructions, verbal communication, willingness to work under close supervision, ability to work both independently and as part of a team, ability to perform routine, repetitive work, ability to apply patient transferring techniques, knowledge of anatomy, organization and time management skills, attention to detail, ability to work under pressure, and trained in CPR and first aid. **Many** (56%) employers seek word processing computer skills. In addition, **many** employers identified new skills for this occupation including: use of computers, exercise, and following the Physical Therapist's Instructions. (Whirlpool and hotpack techniques were identified as obsolete skills by one firm.)

Skills And Qualifications Found To Be In Short Supply: bilingual, experience with patient care and physical therapy patients, following instructions/directions, and cleaning and organizing supplies.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Small (60-90) Estimated employment in 1995 - 75

Projected Growth Rate: Much Faster Than Average (approximately 50%)
(Note: EDD projections for this occupation are merged with projections for Physical Therapy Assistants.)

State And Nationwide Employment Outlook: This occupation is expected to grow much faster than average both state and nationwide. Most California employers surveyed in 1993 reported a greater demand for Physical Therapy Aides than for Assistants. Detailed information on the national occupational outlook was not available at the time of this writing.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 10% Somewhat difficult - 10% A little difficult - 20% Not difficult - 60%

Fully Experienced and Qualified:

Very difficult - 20% Somewhat difficult - 40% A little difficult - 20% Not difficult - 20%

Most (60%) responding employers expect employment in this occupation to remain stable over the next three years, while **some** (30%) project growth in the occupation. Forty-eight percent of the 23 employees covered in this profile were hired in the past 12 months, primarily to fill vacant positions (55%). Some of these new hires were employed to fill new positions (18%), while others were employed to fill temporary positions (18%).

Local Outlook: Employer demand is somewhat greater than the supply of experienced, qualified candidates. Employers may have some difficulty finding qualified workers with previous work experience at times. The worker supply for inexperienced qualified applicants is somewhat larger than the employment demand. Applicants without work experience may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$5.00 to \$8.00/hour	\$6.00/hour
New employees with prior experience	\$6.50 to \$8.00/hour	\$7.00/hour
Employees after three years	\$7.00 to \$10.00/hour	\$8.50/hour

(Responding employers indicate that 100% of the employees are non-union.)

Hours

Many (43%) employees work on full-time - 40 hours per week, weighted average. **Some** (34%) employees work part-time - 18 hours per week weighted average, or on a temporary basis (13%).

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Paid Vacation	100%	Paid Vacation	67%
Medical Insurance	78%	Paid Sick Leave	67%
Paid Sick Leave	78%	Medical Insurance	44%
Life Insurance	56%	Life Insurance	44%
Dental Insurance	44%	Retirement Plan	33%
Vision Insurance	44%	Vision Insurance	22%
Retirement Plan	46%	Dental Insurance	22%
Child Care	22%	Child Care	11%

MAJOR EMPLOYING INDUSTRIES (in survey area)

General and Surgical Hospitals, Clinics, Convalescent Hospitals, Rehabilitation Centers and Physical Therapist's Offices.

RECRUITMENT STRATEGIES USED

Newspaper Ads	80%	Employees' Referrals	60%
In House Promotion	40%	Unsolicited Applicants	40%
Public School Program Referrals	10%	Other*	30%

*Strategies include College Job Board, Medical Operations Program (MOP) and the Cal Poly P.T. Dept.

OTHER INFORMATION

Most employers (70%) do not promote their Physical Therapy Aide, primarily because certification is required for the more advanced levels of P. T. Assistant and Physical Therapist. **Some** (30%) employers will promote once additional education and license is obtained, or will promote to another occupation (such as billing and business accounting).

DOT Title: Physical Therapy Aides

DOT Code: 355-377.010

See **California Occupational Guide Number 451** for more information.

PHYSICAL THERAPY ASSISTANTS

8 Employers Responded
15 Employees Covered

Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a Physical Therapist. They administer treatment such as exercise and gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records. (OES 660171)

Common Job Titles Used By Responding Employers: Physical Therapy Assistant and P.T.A.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Most** (50%) of the responding employers indicated that they *sometimes* accept vocational training as a substitute for prior work experience, and **some** (25%) reported that they *usually*, or *always* (13%), substitute training for work experience. A certificate is required to be employed as a Physical Therapy Assistant. Training for this certification generally takes 18 months to 2 years to complete.

Local Or Adjacent Training Availability: Professional Skills Institute
4213 State Street, Santa Barbara, CA
(805) 683-1902

Education Of Recent Hires: Associate Degree - 67%

Related Work Experience Required Prior To Employment:

Sometimes - 63% Usually - 13% Always - 25%

Almost all employers prefer previous related experience, generally ranging from 6 to 12 months, in positions such as Physical Therapy Aide, or Physical Therapy Assistant Rehab.

Very Important Skills And Qualifications: English grammar and spelling, verbal communication, willingness to work with close supervision, ability to work both independently and as part of a team, ability to lift at least 50 lbs., knowledge of anatomy/physiology, sports medicine, orthopedic care, geriatrics and neurology, record-keeping skills, attention to detail, ability to work under pressure, and to handle crisis situations. **Most** (50%) responding employers identified new skills for this occupation including: enhanced knowledge of in-house treatment techniques; function-based exercise programs, class-based therapy, and home health care. Some (13%) employers identified ultrasound and hot packs as obsolete skills. **Some** employers seek the following computer skills: word processing and data base programs (25%), and spreadsheet programs (13%). No skills were reported to be in short supply.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Small (60-90) Estimated Employment in 1995 - 75

Projected Growth Rate: Much Faster Than Average (approximately 50%)

Note: EDD projections for this occupation are merged with projections for Physical Therapy Aides.

State And Nationwide Employment Outlook: This occupation is expected to grow much faster than average both state and nationwide. Detailed information on the occupational outlook was not available at the time of this writing. Employers surveyed throughout California are reporting a greater demand for Physical Therapy Aides than Assistants.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 14% Somewhat difficult - 57% Not difficult - 29%

Fully Experienced and Qualified:

Very difficult - 13% Somewhat difficult - 50% A little difficult - 25% Not difficult - 13%

Most (63%) responding employers expect employment in this occupation to remain stable over the next three years, while **some** (25%) project growth and **some** (13%) project decline in the occupation. Twenty percent of the 15 employees covered in this profile were hired in the past 12 months, to fill vacant positions (33%), to fill new positions (33%), or to fill temporary positions (33%).

Local Outlook: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion Employees

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$6.50 to \$18.00/hour	\$9.00/hour
New employees with prior experience	\$7.00 to \$20.00/hour	\$12.00/hour
Employees after three years	\$8.25 to \$22.50/hour	\$14.00/hour

(Responding employers indicate that 100% of the employees are nonunion.)

Hours

Most (53%) employees work full-time - 40 hours per week, weighted average. **Some** (33%) work part-time - 23 hours per week weighted average, or on a temporary basis (13%).

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%	Medical Insurance	63%
Paid Vacation	75%	Paid Sick Leave	50%
Paid Sick Leave	75%	Life Insurance	50%
Life Insurance	75%	Paid Vacation	44%
Dental Insurance	50%	Retirement Plan	38%
Retirement Plan	50%	Dental Insurance	25%
Vision Insurance	38%	Vision Insurance	25%
Child Care	13%	Child Care	13%

MAJOR EMPLOYING INDUSTRIES (in survey area)

General and Surgical Hospitals and Offices of Health Practitioners (specializing in physical therapy services).

RECRUITMENT STRATEGIES USED

Newspaper Ads	75%	Private School Referrals	38%
Unsolicited Applicants	50%	Employees' Referrals	38%
Public School Program Referrals	50%	In House Promotion	13%

OTHER INFORMATION

Almost all (88%) employers do not promote their Physical Therapy Assistants, because further education and licensing is required for advancement to Physical Therapist. **Some** (13%) employers promote to a front office position.

DOT Title: Physical Therapist Assistant

DOT Code: 076.224-010

See **California Occupational Guide Number 451** for more information.

REGISTERED NURSES

17 Employers Responded
965 Employees Covered

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers. (OES 325020)

Common Job Titles Used By Responding Employers: R.N., Staff Nurse, Charge Nurse, School Nurse, and Registered Nurse. Management level titles include: Director of Nursing, Nursing supervisor, Medical Services Coordinator, Clinical Supervisor, and District Nurse.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Many** (41%) of the responding employers indicated that they either *never* accept training as a substitute for prior work experience, or (47%) they *sometimes* accept vocational training in lieu of experience. **A few** (6%) either *usually* or *always* accept training as a substitute for work experience. A state RN license is required to practice as an R.N. in California. **A few** employers will accept an interim license for employment. A credential is required to work as a School Nurse.

Local Or Adjacent Training Availability: Cuesta College Allan Hancock College

Education Of Recent Hires: Associate's Degree - 99%

Related Work Experience Required Prior To Employment:

Always - 47% Usually - 18% Sometimes - 24% Never - 12%

Almost all employers reported that previous work experience is desired, if not required. Most seek between 12 to 48 months of previous experience. Some require 1 to 6 months of previous experience.

Skills And Qualifications Reported As Very Important: English grammar and spelling, writing, verbal communication, ability to perform basic mathematical calculations, ability to work independently and to work as part of a team, ability to pass a pre-employment medical exam, ability to lift at least 10 lb., willingness to work weekends, record keeping, problem solving, ability to work under pressure, and to handle crisis situations, and trained in CPR and first aide techniques. **Most** (71%) employers identified new skills needed for this occupation, including: cross-training, assessment skills, skills needed for managed care, Medicare charting, MDS/OBRA regulations, knowledge of Title 22 regulations, case management, acute care skills, respiratory skills, advance I.V. skills, supervision, and delegation skills. **Some** (18%) of the employers seek computer skills, including word processing and data base (12%), and spreadsheet (6%).

Skills Found To Be In Short Supply: Neonatal intensive care treatment experience, ICU experience, critical care experience, SNF training, I.V. skills, experience in long-term care, advanced acute cardio life support, operating room experience, clinical office experience, bi-lingual and bi-cultural, and flexibility.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Very Large (1220-1410) Estimated employment in 1995 - 1315

Projected Growth Rate: Faster Than Average (approximately 15.6%)

State And Nationwide Employment Outlook: Job prospects for Registered Nurses look excellent nationwide. About 20% of the 3.8 million new jobs in health care occupations will be for Registered Nurses. Opportunities will be greater in some rural areas, some large-city hospitals, and in specialty areas such as intensive care, rehabilitation, geriatrics, and long-term care. Many opportunities will also be available to replace workers leaving the occupation. This replacement need will provide many opportunities in California. Most rapid growth is expected in outpatient facilities, home health care, and convalescent hospitals.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 14% Somewhat difficult - 29% A little difficult - 29% Not difficult - 29%

Fully Experienced and Qualified:

Very difficult - 6% Somewhat difficult - 53% A little difficult - 24% Not difficult - 18%

Many (47%) responding employers expect employment in this occupation to remain stable over the next three years, **many** others (47%) project growth in the occupation, and **a few** (6%) project a decline. Seventeen percent of the 965 employees covered in this profile were hired in the past 12 months, to fill vacant positions (33%) and to fill temporary (32%) and new positions (27%). Eight percent of the new hires were due to promotions.

Local Outlook: Worker supply is somewhat larger than demand for qualified applicants, both with and without experience. Applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion Employees

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$9.00 to \$15.00/hour	\$13.00/hour
New employees with prior experience	\$10.00 to \$18.00/hour	\$13.96/hour
Employees after three years	\$13.00 to \$30.00/hour	\$15.75/hour

Union Employees

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$12.35 to \$18.16/hour	\$15.28/hour
New employees with prior experience	\$13.31 to \$19.40/hour	\$17.01/hour
Employees after three years	\$13.39 to \$22.66/hour	\$19.81/hour

(Responding employers indicate that 46% of the employees are union members.)

Hours

Most (59%) employees in this occupation work full-time - 40 hours per week, weighted average. **Some** employees (23%) work part-time - 23 hours per week, on a temporary basis (19%).

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%	Paid Sick Leave	59%
Paid Sick Leave	100%	Paid Vacation	59%
Paid Vacation	94%	Medical Insurance	47%
Dental Insurance	76%	Retirement Plan	47%
Retirement Plan	76%	Vision Insurance	41%
Vision Insurance	65%	Life Insurance	35%
Life Insurance	59%	Dental Insurance	35%
Child Care	1%		

MAJOR EMPLOYING INDUSTRIES (in survey area)

Hospitals, Nursing and Personal Care Facilities, Home Health Care Services, and Offices and Clinics of Doctors of Medicine.

RECRUITMENT STRATEGIES USED

Newspaper Ads	94%	Employment Development Department	12%
Employees' Referrals	76%	Other*	13%
In-House Promotion or Transfer	47%	Private Employment Agencies	6%
Unsolicited Applicants	35%		

*Strategies include professional journals and college placement offices.

OTHER INFORMATION

Most (71%) employers promote their Registered Nurses to supervisory positions including: Director of Nursing, Nursing Supervisor, Nurse or Case Manager, Clinical Supervisor, Head Nurse and/or District Nurse.

Refer to Appendix A for **DOT Titles and Codes**.

See **California Occupational Guide No. 29** for more information

SALESPERSONS - RETAIL (EXCEPT VEHICLE SALES)

15 Employers Responded
470 Employees Covered

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash, or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers. (OES 490112)

Common Job Titles Used By Responding Employers: Team Member, Sales Associate, Sales Consultant, Sales Clerk, Clerk, Customer Service Rep.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Some** firms indicated that they *always* (33%) or *usually* (27%) accept training in lieu of work experience to meet their employment qualifications. **Many** (40%) others indicated that they *sometimes* substitute training for prior work experience in evaluating the qualifications of applicants.

Local Or Adjacent Training Availability: None found in the local area.

Education Of Recent Hires: High School or Equivalent - 54% Some College, No Degree - 44%

Related Work Experience Required Prior To Employment:

Sometimes - 33% Usually - 67%

Most (57%) responding employers indicated that they require (or prefer) 6 to 12 months of previous work experience. **A few** firms accept 1 to 6 months of prior experience.

Skills And Qualifications Reported As Very Important: English grammar and spelling, ability to perform routine, repetitive work, good grooming skills, ability to lift at least 10 lb., ability to stand for 2 hours or more, willingness to work weekends and part-time, ability to make change, ability to apply sales techniques, attention to detail, and problem solving. **Some** (27%) responding employers seek the following computer skills: word processing (20%), data base (20%), spread sheet and desktop publishing (7% each). Computer skills, customer service, communication skills, scanning and knowledge of new products were reported as new skills being sought by responding employers. Math, pricing of merchandise and use of a cash register are obsolete skills reported by a few employers.

Skills Found To Be In Short Supply: Knowledge of hardware products and retail sales techniques, flexibility in work schedule, dependability, flexibility, enthusiasm, industriousness, productivity, self-initiative, good communication skills, and computer skills.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Very Large (2,750 - 3,060) Estimated employment in 1995 - 2905
Projected Growth Rate: Average (approximately 11.3%)

State And Nationwide Employment Outlook: This occupation is projected to grow at an average rate nationwide, expanding with the anticipated growth in retail sales. Most job opportunities will be made available as Salespersons transfer to other occupations. The rate of turnover for this occupation is higher than average. In addition, many temporary positions are added during peak sales periods such as the Christmas season.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 7% Somewhat difficult - 43% A little difficult - 21% Not difficult - 29%

Fully Experienced and Qualified:

Very difficult - 33% Somewhat difficult - 27% A little difficult - 33% Not difficult - 7%

Most (67%) responding employers expect employment in this occupation to remain stable over the next three years, while **some** (27%) project growth in the occupation. Forty-three percent of the 470 employees covered in this profile were hired in the past 12 months primarily to fill vacant positions (49%), to fill new positions (23%), and to fill temporary positions (19%).

Local Outlook: Employer demand is somewhat greater than the supply of qualified candidates. Employers have some difficulty finding qualified applicants at times. Inexperienced workers will experience some competition when seeking employment in this occupation, locally.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

<u>Nonunion</u>	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$4.25 to \$12.08/hour	\$5.25/hour
New employees with prior experience	\$4.25 to \$12.08/hour	\$5.50/hour
Employees after three years	\$6.00 to \$19.18/hour	\$8.63/hour

(Responding employers indicate that 93% of the employees are nonunion.)

Hours

Most (66%) employees in this occupation work on a part-time basis - 20 hours per week, weighted average. **Some** (32%) employees work full-time - 32 to 40 hours per week weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Paid Vacation	100%	Paid Vacation	31%
Medical Insurance	92%	Paid Sick Leave	31%
Paid Sick Leave	92%	Retirement Plan	23%
Life Insurance	77%	Medical Insurance	8%
Dental Insurance	69%	Life Insurance	8%
Retirement Plan	46%	Vision Insurance	22%
Vision Insurance	38%	Dental Insurance	8%
Child Care	8%		

MAJOR EMPLOYING INDUSTRIES (in survey area)

Building Material, Hardware and Garden Supply, General Merchandise Stores, Food Stores, Auto and Home Supply, Apparel and Accessory Stores, Home Furniture, Furnishings, and Equipment, Miscellaneous Retail, and Lodging Places.

RECRUITMENT STRATEGIES USED

Newspaper Ads	71%	EDD	21%
Employees' Referrals	64%	Public School Program Referrals	14%
In House Promotion	50%	Private Employment Agencies	7%
Unsolicited Applicants	50%		

OTHER INFORMATION

Almost all (93%) of the responding firms promote their Salespersons to a supervisory position, including: Area Team Leader, Department Manager, Assistant Manager, and then Store Manager. **A few** employers promoted from part-time to full-time, or to the closing person, or to a Pharmacy Technician.

See Appendix A for **DOT Titles** and **Codes**.

SYSTEMS ANALYST- ELECTRONIC DATA PROCESSING

10 Employers Responded

48 Employees Covered

Systems Analysts, Electronic Data Processing, analyze business, scientific and technical problems for application to electronic data processing systems. Does not include persons primarily working as engineers, mathematicians, programmers or scientists. (OES 251020)

Common Job Titles Used By Responding Employers: Systems Analyst, Computer Systems Analyst, Computer Services Technician, Computer Support/Program Analyst, Technical Services Director, System Manager/Computer Operator, and Information Systems Analyst.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: **Most** (70%) firms indicated that they *sometimes* accept training in lieu of work experience to meet their employment qualifications, while **some** (30%) firms never accept training as a substitute for experience. Training is required by **most** (60%) responding employers; 2 to 3 years of college level course work college level course work in computer science/ Management Information Systems (MIS) and/or Network Administration. **A few** employers require a Bachelor's Degree in Computer Science.

Local Or Adjacent Training Availability: Cal Poly Cuesta College Allan Hancock College

Education Of Recent Hires: Bachelor's Degree - 83% Some College, No Degree - 17%

Related Work Experience Required Prior To Employment: Usually - 30% Always - 70%

Most responding employers indicated that they either require previous work experience, ranging from 12 to 24 months, in jobs such as Systems Analyst, Systems Technician, Computer Support, and Computer Programmer. **Some** (20%) responding firms require 3 to 5 years prior experience.

Skills And Qualifications Reported As Very Important : Writing, verbal communication, ability to work independently and as part of a team, knowledge of mainframe computer hardware and systems, understanding of local area networks, knowledge of computer software capabilities, organization and time management, attention to detail, and ability to influence others. **Most** (70%) responding employers identified the new skills needed for this occupation including: knowledge of Microsoft Windows, Windows NT administration, knowledge of networks (WANs and LANs), UNIX operating System, distributive communication environment, object oriented programming, and contemporary skills in computer training and application. (No skills were found to be in short supply.)

Computer skills are crucial to this occupation. **Almost all** (90%) responding firms seek knowledge of word processing, spreadsheet and database programs. **Many** firms (40%) seek knowledge of desktop publishing.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Small (70-100) Estimated employment in 1995 - 85

Projected Growth Rate: Much Faster Than Average (approximately 42.9%)

State and Nationwide Employment Outlook: This occupation is among the fastest growing occupations in the nation as many firms in a wide range of industries work to maximize the efficiency of their computer systems and data management. Many jobs will also become available as workers in this occupation advance to management positions or leave the work force. The design of computer networks (and their increased use) will create a growing demand for Systems Analysts.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 20% Somewhat difficult - 30% A little difficult - 30% Not difficult - 20%

Fully Experienced and Qualified:

Very difficult - 11% Somewhat difficult - 22% A little difficult - 44% Not difficult - 22%

Most (60%) responding employers expect employment in this occupation to remain stable over the next three years, while **some** (30%) project growth in the occupation. Thirteen percent of the 96 employees covered in this profile were hired in the past 12 months primarily to fill new positions (67%).

Local Outlook: Employer demand is somewhat greater than the supply of qualified candidates. Employers have, at times, some difficulty finding experienced applicants that meet their hiring standards. The supply of inexperienced workers is somewhat greater than the demand and applicants may experience some competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

<u>Union</u>	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$11.94 to \$20.72/hour	\$12.91/hour
New employees with prior experience	\$12.54 to \$20.72/hour	\$13.86/hour
Employees after three years	\$13.85 to \$23.99/hour	\$14.63/hour

Nonunion

	<u>Range</u>	<u>Median</u>
New employees with no prior experience	\$6.33 to \$15.22/hour	\$10.77/hour
New employees with prior experience	\$11.51 to \$22.81/hour	\$17.26/hour
Employees after three years	\$13.43 to \$27.33/hour	\$21.85/hour

(Responding employers indicate that 53% of the employees are union members.)

Hours

Almost all (98%) employees in this occupation work on a full-time basis - 40 hours per week, weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%	Paid Vacation	40%
Dental Insurance	100%	Paid Sick Leave	40%
Paid Vacation	100%	Retirement Plan	40%
Paid Sick Leave	100%	Medical Insurance	30%
Retirement Plan	100%	Dental Insurance	30%
Vision Insurance	90%	Vision Insurance	30%
Life Insurance	60%	Life Insurance	10%

MAJOR EMPLOYING INDUSTRIES (in survey area)

State and Local Government, Universities, Elementary and Secondary School Districts, Computer Facilities Management, Private Utilities, General Medical and Surgical Hospitals.

RECRUITMENT STRATEGIES USED

In-House Promotion	70%	EDD	13%
Newspaper Ads	60%	Unsolicited Applicants	13%
Public School Program Referrals	40%	Private School Referrals	10%
Other*	40%	Private Employment Agencies	7%
Employees' Referrals	20%		

*Other strategies include professional journals and state exam rosters.

OTHER INFORMATION

Most (60%) employers promote their Systems Analysts to positions such as: Staff Systems Analyst, Electronic Data Processing Manager 1, 2, and 3, or to a supervisory position.

For **DOT Titles** and **Codes** please refer to Appendix A.

TRUCK DRIVERS - HEAVY OR TRACTOR TRAILER

10 Employers Responded
166 Employees Covered

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver good, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks. (OES 971020)

Common Job Titles Used By Responding Employers: Drivers, Delivery Person/Produce Hauler, Truck Boss, Hay Hauler, Squeeze Operators, Tank Driver/Fuel Hauler, and Equipment Operator.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: Most (60%) reported they will *sometimes* accept training in lieu of prior work experience while many employers (40%) indicated that they *never* substitute training for prior work experience.

Local Or Adjacent Training Availability: None in the local area. Students may attend training in Fresno, Bakersfield or Los Angeles.

Education Of Recent Hires: High School or Equivalent - 100%

Related Work Experience Required Prior To Employment:

Always - 70% Usually - 20% Sometimes - 10%

Almost all (80%) employers require or prefer between 12-24 months of prior related work experience.

Skills And Qualifications Reported As Very Important: Ability to work independently, Ability to pass a pre-employment medical exam, ability to lift at least 50 lbs., ability to do strenuous, physically demanding work, willingness to participate in drug testing, possession of a Class A driver's license, knowledge of safety procedures, and possession of a good DMV driving record. Many (47%) employers identified new skills needed for this occupation, including: improved customer relations, hazardous material handling, and knowledge of new DMV laws.

Skills Found To Be In Short Supply: Good driving records and skills, drug and alcohol free drivers, and willingness to work flexischedule.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Very Large (570-640) Estimated employment in 1995 - 605

Projected Growth Rate: Average (approximately 12.3%)

State and Nationwide Employment Outlook: Job openings for Truck Drivers are expected to grow slightly faster than average in California. Most job openings will be due to workers leaving this occupation or the work force. Figures from The Department of Motor Vehicles indicate there are many more licensed Heavy Truck Drivers than there are number of jobs, suggesting strong competition for available jobs.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Very difficult - 10% Somewhat difficult - 70 % A little difficult - 10% Not difficult - 10 %

Fully Experienced and Qualified:

Very difficult - 10% Somewhat difficult - 40 % A little difficult - 30% Not difficult - 20%

*(Note: responding employers indicating that it is somewhat difficult to find inexperienced applicants that meet their qualifications responded this way because they generally or always require prior related work experience.)

Most (50%) of the responding employers expect employment in this occupation to remain stable over the next 3 years. **Some** (30%) employers project growth and **some** (20%) project a decline over the next three years. Thirty-three percent of the 158 employees covered in this profile were hired in the past 12 months, primarily to fill vacant positions (70%) and to fill new positions (28%).

Local Outlook: Worker supply is somewhat larger than demand for qualified, experienced applicants, and applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$7.25 to \$11.38/hour	\$8.63/hour
For new employees with prior experience	\$9.59 to 13.75/hour	\$11.00/hour
For employees after three years	\$10.50 to 16.00/hour	\$12.50/hour

(Responding employers indicate that 100% of the employees are nonunion.)

Hours

Almost all (96%) employees in this occupation work full-time - 46 hours per week, weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	100%
Paid Vacation	88%
Life Insurance	88%
Paid Sick Leave	63%
Retirement Plan	63%
Dental Insurance	50%
Vision Insurance	38%

MAJOR EMPLOYING INDUSTRIES (in survey area)

Construction Sand and Gravel, Heavy Construction, Concrete Work, Ready-Mixed Concrete, Trucking and Courier Services, Motor Vehicle Parts, Lumber and Construction Materials, Groceries and Related Products, Petroleum Products, and Farm Supply.

RECRUITMENT STRATEGIES USED

Employees' Referrals	56%	Word of Mouth	22%
Newspaper Ads	44%	Private Employment Agencies	11%
In-House Promotion or Transfer	33%	Employment Development Dept.	11%
Unsolicited Applicants	22%		

OTHER INFORMATION

Most (50%) of the responding employers promote their Truck Drivers to a Supervisor or Manager position or to Shipping/Receiving.

For **DOT Titles** and **Codes**, please refer to Appendix A.

See **California Occupational Guide Number 255** for more information.

**TRUCK DRIVERS, LIGHT -
INCLUDE DELIVERY AND ROUTE WORKERS**

**10 Employers Responded
69 Employees Covered**

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.
(OES 971050)

Common Job Titles Used By Responding Employers: Driver, Parts Driver, Delivery Driver, Delivery/Warehouse Department, Delivery Person, Route Delivery, Routeman, and Customer Service Representative.

TRAINING, EXPERIENCE AND OTHER REQUIREMENTS

Training: Most employers reported they will *always* (36%), *usually* (36%) or *sometimes* (21%) accept vocational training in lieu of prior work experience. Training noted by employers is the standard driver training course, and training is done on the job.

Local Or Adjacent Training Availability: N/A

Education Of Recent Hires:

High School or Equivalent - 46% Some College, No Degree - 37% Bachelor's Degree - 17%

Related Work Experience Required Prior To Employment:

Usually - 14% Sometimes - 29% Never - 57%

Most (57%) employers reported that they desire 1-24 months of related work experience.

Skills And Qualifications Reported As Very Important: Verbal communication, ability to work independently and as part of a team, ability to perform routine and repetitive work, ability to lift at least 10 lbs., ability to read invoices, customer service skills, attention to detail, and possession of a good DMV driving record. **Many** (47%) employers identified new skills needed for this occupation, including: customer service, computerized invoicing, and ability to focus on the job and the product. Some (14%) firms seek knowledge of word processing and/or data base computer programs.

Skills Found To Be In Short Supply: Good physical condition, good driving records, and good work ethic.

SIZE AND EMPLOYMENT OUTLOOK

Occupation Size: Very Large (530-650) Estimated employment in 1995 - 590

Projected Growth Rate: Much Faster Than Average (approximately 22.6%)

State and Nationwide Employment Outlook: This occupation is projected to grow at an average rate nationwide. No information was available on statewide projections for this occupation.

SUPPLY/DEMAND ASSESSMENT

Degree Of Difficulty Employers Have In Finding Qualified Applicants:

Inexperienced:

Somewhat difficult - 29% A little difficult - 43% Not difficult - 29%

Fully Experienced and Qualified:

Very difficult - 7% Somewhat difficult - 43% A little difficult - 7% Not difficult - 43%

Most (64%) employers expect the size of this occupation to remain stable over the next 3 years, while **some** (29%) project growth in this period. Fifty one percent of the 69 employees covered in this profile were hired in the past 12 months, primarily to fill vacant positions (77%) and new positions (11%).

Local Outlook: Worker supply is somewhat larger than demand for qualified, experienced applicants, and applicants may experience competition in job seeking.

POTENTIAL WAGES AND HOURS WORKED (Autumn, 1995)

Potential Wages

Nonunion Employees

	<u>Range</u>	<u>Median</u>
For new employees with no prior experience	\$4.75 to \$8.06/hour	\$5.50/hour
For new employees with prior experience	\$4.75 to \$9.78/hour	\$6.75/hour
For employees after three years	\$5.00 to \$11.51/hour	\$7.75/hour

(Responding employers indicate that 93% of the employees are nonunion.)

Hours

Many (48%) employees in this occupation work full-time - 42 hours per week, weighted average, and **many** (41%) work part-time - 21 hours per week, weighted average.

BENEFITS

<u>Benefits Provided to Full-Time Employees</u>	<u>Percent of Firms Providing</u>	<u>Benefits Provided to Part-Time Employees</u>	<u>Percent of Firms Providing</u>
Medical Insurance	83%	Dental Insurance	17%
Paid Vacation	67%	Medical Insurance	8%
Life Insurance	42%	Paid Vacation	8%
Dental Insurance	42%	Paid Sick Leave	8%
Retirement Plan	33%	Retirement Plan	8%
Vision Insurance	33%	Life Insurance	8%
Paid Sick Leave	25%		

MAJOR EMPLOYING INDUSTRIES (in survey area)

Newspapers, Trucking and Courier Services, Motor Vehicle Supplies, Groceries and Related Products, Lumber and Building Material Dealers, Auto and Home Supply, Furniture Stores, Eating Places, Drug Stores and Proprietary Stores, Florists, Equipment Rental, Business Services, and General Automotive Repair.

RECRUITMENT STRATEGIES USED

Newspaper Ads	64%	Public School Referrals	29%
Employees' Referrals	57%	Word of Mouth	22%
Unsolicited Applicants	36%	Employment Development Dept.	14%
In-House Promotion or Transfer	36%	Private Employment Agencies	7%

OTHER INFORMATION

Almost all (79%) employers promote their Truck Drivers to positions such as: Management or Supervision, Lead Driver, Route Driver, Crew Chief, Shipping and Receiving, Counter Sales, Warehouse/Delivery Lead, Plantman, Office and/or Sales positions.

For **DOT Titles** and **Codes**, please refer to Appendix A.

APPENDIX A

Automotive Technicians & Mechanics

OES 853020

<u>DOT Title</u>	<u>DOT Code</u>
Automobile Mechanic	620.261-010
Automobile Mechanic Apprentice	620.261-012
Automobile-Service-Station Mechanic	620.261-030
Automotive-Cooling-System Diagnostic Technician	620.261-034
Air-Conditioning Mechanic	620.281-010
Brake Repairer	620.281-026
Carburetor Mechanic	620.281-034
Front-End Mechanic	620.281-038
Maintenance Mechanic	620.281-046
Transmission Mechanic	620.281-062
Tune-Up Mechanic	620.281-066
Vehicle Fuel-Systems Converter	620.281-070
Automobile-Radiator Mechanic	620.381-010
Repairer, Heavy	620.381-022
Brake Adjuster	620.684-018
Clutch Rebuilder	620.684-022
Fuel-Injector Servicer	625.281-022
Wheelwright	706.381-046
New Car Get-Ready Mechanic	806.361-026
Automobile-Accessories Installer	806.684-038
Muffler Installer	807.664-010
Floor Service Worker, Spring	807.684-022
Automatic-Window-Seat-and-Top-Lift Repairer	825.381-014

Bookkeepers & Accounting Clerks

OES 553380

<u>DOT Title</u>	<u>DOT Code</u>
Checker II	209.687-010
Distribution-Accounting Clerk	210.362-010
Account-Information Clerk	210.367-010
Foreign-Exchange-Position Clerk	210.367-014
Audit Clerk	210.382-010
Bookkeeper	210.382-014
Classification-Control Clerk	210.382-030
Credit-Card Clerk	210.382-038
Fixed-Capital Clerk	210.382-042
General-Ledger Bookkeeper	210.382-046
Mortgage-Loan-Computation Clerk	210.382-050
Night Auditor	210.382-054
Securities Clerk	210.382-062
Collection Clerk	216.362-014
Food-And-Beverage Controller	216.362-022
Mortgage-Accounting Clerk	216.362-026
Reserves Clerk	216.362-034
Electronics Funds Transfer Coordinator	216.362-038
Margin Clerk I	216.362-042

Bookkeepers & Accounting Clerks (cont.)**OES 553380**

<u>DOT Title</u>	<u>DOT Code</u>
Budget Clerk	216.382-022
Clearing-House Clerk	216.382-026
Returned-Item Clerk	216.382-058
Accounting Clerk	216.482-010
Dividend-Deposit-Voucher Clerk	216.482-026
Booking Clerk	216.587-010
Voucher Clerk	219.362-066
Canceling and Cutting Control Clerk	219.367-042
Letter-of-Credit Clerk	219.367-050
Tax Clerk	219.487-010
Parimutuel-Ticket Checker	219.587-010

Computer Programmers**OES 251051**

<u>DOT Title</u>	<u>DOT Code</u>
Computer Programmer	030.162-010
Programmer, Engineering and Scientific	030.162-018
Chief, Computer Programmer	030.167-010
Photo Mask Technician, Electron-Beam	972.382-022

Cooks, Restaurant**OES 650260**

<u>DOT Title</u>	<u>DOT Code</u>
Chef De Froid	313.281-010
Cook	313.361-014
Cook, Apprentice	313.361-018
Cook, Specialty, Foreign Food	313.361-030
Garde Manger	313.361-034
Cook, Barbecue	313.381-022
Ice-Cream Chef	313.381-034
Cook, Station	315.361-022
Cook, Larder	315.381-014
Cook, Railroad	315.381-018

General Office Clerks**OES 553470**

<u>DOT Title</u>	<u>DOT Code</u>
Congressional-District Aide	209.362-030
Clerk, General	209.562-010
Administrative Clerk	219.362-010
Clerk, Telegraph Office	219.360-222
Contract Clerk, Automobile	219.362-026
Police Aide	243.362-014
Unit Clerk	245.362-014
Animal Hospital Clerk	245.367-010
Blood-Donor-Unit Assistant	245.367-014
Calendar-Control Clerk, Blood Bank	245.367-018

General Office Clerks (cont.)**OES 553470**

DOT Title	DOT Code
Animal-Shelter Clerk	249.367-010
Career Guidance Technician	249.367-014
Police Clerk	375.362-010
Dispatcher, Concrete Products	579.137-030

Managers, Sales and Related Occupations**OES 410020**

DOT Title	DOT Code
Buyer, Grain	162.167-010
Wholesaler II	185.157-018
Commissary Manager	185.167-010
Manager, Automobile Service Station	185.167-014
Manager, Distribution Warehouse	185.167-018
Manager, Food Concession	185.167-022
Manager, Machinery-Or-Equipment, Rental and Leasing	185.167-026
Manager, Meat Sales and Storage	185.167-030
Manager, Parts	185.167-038
Manager, Retail Store	185.167-046
Manager, Textile Conversion	185.167-050
Manager, Tobacco Warehouse	185.167-054
Vending-Stand Supervisor	185.167-066
Wholesaler I	185.167-070
Manager, Insurance Office	186.167-034
Manager, Employment Agency	187.167-098
Manager, Sales	187.167-138
Supervisor, Advertising-Material Distributors	230.137-010
Manager, Department	299.137-010
Sales Supervisor, Malt Liquors	299.137-014
Supervisor, Ice Storage, Sale, and Delivery	299.137-022
Supervisor, Marina Sales and Service	299.137-026

Registered Nurses**OES 325020**

DOT Title	DOT Code
Nurse, School	075.124-010
Nurse, Staff, Community Health	075.124-014
Nurse, Consultant	075.127-014
Nurse, Supervisor, Community-Health Nursing	075.127-026
Nurse, Supervisor, Evening-Or-Night	075.127-030
Nurse, Infection Control	075.127-034
Nurse, Supervisor, Occupational Health Nursing	075.137-010
Nurse, Head	075.137-014
Nurse, Supervisor	075.167-010
Quality Assurance Coordinator	075.167-014
Nurse Practitioner	075.264-010
Nurse-Midwife	075.264-014
Nurse, General Duty	075.364-010
Nurse Anesthetist	075.371-010
Nurse, Office	075.374-014
Nurse, Private Duty	075.374-018
Nurse, Staff, Occupational Health Nursing	075.374-022

Salespersons, Retail**OES 490112**

DOT Title	DOT Code
Salesperson, Flowers	260.357-026
Salesperson, Wigs	261.351-010
Salesperson, Corsets	261.354-010
Sales Representative, Footwear	261.357-018
Salesperson, Furs	261.357-042
Salesperson, Infants' and Children's Wear	261.357-046
Salesperson, Men's and Boys' Clothing	261.357-050
Salesperson, Men's Furnishings	261.357-054
Salesperson, Millinery	261.357-058
Salesperson, Shoes	261.357-062
Salesperson, Women's Apparel and Accessories	261.357-066
Salesperson, Yard Goods	261.357-070
Salesperson, Leather-and-Suede Apparel-and-Accessories	261.357-074
Sales Representative, Toilet Preparations	262.357-014
Salesperson, Cosmetics and Toiletries	262.357-018
Salesperson, Sewing Machines	270.352-010
Sales Representative, Home Furnishings	270.357-010
Sales Representative, Household Appliances	270.357-014
Salesperson, China and Silverware	270.357-018
Salesperson, Curtains and Draperies	270.357-022
Salesperson, Floor Coverings	270.357-026
Salesperson, Furniture	270.357-030
Salesperson, Household Appliances	270.357-034
Salesperson, Stereo Equipment	270.357-038
Sales Representative, Videotape	271.357-014
Salesperson, Horticultural and Nursery Products	272.357-022
Salesperson, Automobiles	273.353-010
Sales Representative, Boats and Marine Supplies	273.357-018
Salesperson, Automobile Accessories	273.357-030
Salesperson, Trailers and Motor Homes	273.357-034
Salesperson, Orthopedic Shoes	276.257-018
Hearing Aid Specialist	276.354-010
Salesperson, Pianos and Organs	277.354-010
Salesperson, Books	277.357-034
Salesperson, Musical Instruments and Accessories	277.357-038
Salesperson, Pets and Pet Supplies	277.357-042
Salesperson, Phonograph Records and Tape Recording	277.357-046
Salesperson, Sheet Music `	277.357-054
Salesperson, Sporting Goods	277.357-058
Salesperson, Stamps Or Coins	277.357-062
Salesperson, Toy Trains and Accessories	277.357-066
Salesperson, Art Objects	277.457-010
Salesperson, Flying Squad	279.357-046
Salesperson, General Hardware	279.357-050
Salesperson, General Merchandise	279.357-054
Salesperson, Jewelry	279.357-058
Coupon-Redemption Clerk	290.477-010
Sales Clerk	290.477-014
Sales Clerk, Food	290.477-018
Platform Attendant	299.377-010
Layaway Clerk	299.467-010

Systems Analysts**OES 251020**

<u>DOT Title</u>	<u>DOT Code</u>
Programmer-Analyst	030.162-014
Systems Programmer	030.162-022
Systems Analyst	030.167-014
Quality Assurance Analyst	033.262-010
Information Scientist	109.067-010

Truck Drivers, Light**OES 971050**

<u>DOT Title</u>	<u>DOT Code</u>
Food-Service Driver	906.683-010
Liquid-Fertilizer Servicer	906.683-014
Telephone-Directory-Distributor Driver	906.683-018
Truck Driver, Light Driver	906.683-022
Escort Vehicle Driver	913.663-018
	919.663-022

Truck Drivers, Heavy**OES 971020**

<u>DOT Title</u>	<u>DOT Code</u>
Concrete-Mixing-Truck Driver	900.683-010
Dump-Truck Driver	902.683-010
Explosives-Truck Driver	903.683-010
Powder-Truck Driver	903.683-014
Tank-Truck Driver	903.683-018
Tractor-Trailer-Truck Driver	904.383-010
Log-Truck Driver	904.683-010
Milk Driver	905.483-010
Garbage Collector Driver	905.663-010
Truck Driver, Heavy	905.663-014
Van Driver	905.663-018
Water-Truck Driver II	905.683-010
Hostler	909.663-010
Driver-Utility Worker	919.663-018
Tow-Truck Operator	919.663-026
Drip Pumper	953.583-010

